Genpact Integrates HOVER's 3D Technology as Part of its Virtual Adjusting Property Claims Offering

Genpact Inspector Pro app has offered accelerated digital insurance inspections since the Fall 2018 hurricanes

NEW YORK, Feb. 12, 2019 /PRNewswire/ -- Genpact (NYSE: G), a global professional services firm focused on delivering digital transformation for clients, has partnered with HOVER to strengthen its virtual adjusting services that will provide a better experience for insurance carriers and their customers. Genpact's comprehensive virtual adjusting services incorporates digital technologies for self-service, photo inspector, and technical inspections made by adjusters.

Whether battling spikes in claims due to adverse weather events or growing customer demands for faster settlement, insurers rely on Genpact to transform claims and achieve the optimal balance between customer satisfaction, accurate loss assessment, and loss-adjusting expense. Genpact has selected HOVER's 3D technology and measurements to complement its property claims solutions and reduce the costs and time associated with the claims inspection process. With the integration of HOVER's accurate, interactive 3D models of any property into virtual adjusting services, Genpact's field resources will be able to safely process a larger number of claims in less time and ultimately offer an improved experience to their customers.

"At Genpact, we incorporate innovative technologies to offer a superior service to our carrier customers and their policyholders," **said Howard Rogers, business leader, Insurance Claims at Genpact.** "Recently, Genpact easily deployed HOVER to hundreds of staff who processed thousands of claims during Hurricanes Florence and Michael, validating HOVER's benefits for our clients, which is why we are excited to be integrating HOVER across all of our digital inspection service offerings."

HOVER's technology reduces the time an adjuster needs to be onsite, cutting down on both time and cost, and improving safety. The HOVER platform is used to take photos of the house with a smartphone. Those pictures are then transformed into a 3D model via HOVER's patented computer vision and deep learning technology, generating precise exterior measurements of the property, including the roof, openings, and all siding line types. The process eliminates human error, allowing Genpact to create highly accurate estimates. Adjusters can work more efficiently, reducing their inspection times on-site by 15-20 percent.

"We are excited to partner with Genpact, a leader in property and casualty insurance claims services. The insurance industry is evolving rapidly, and Genpact is at the leading edge of deploying technology and innovation to create unique value streams for their clients," **said A.J. Altman, Founder and CEO of HOVER.** "Our platform is a perfect fit for Genpact as it complements their suite of digital inspection solutions, allowing adjusters to process property claims in a more accurate, timely, and cost-effective manner, creating a better overall customer experience."

Using the end-to-end domain knowledge Genpact has built running claims operations, the company brings in the power of digital to adopt smart claims processes. From analytics and robotic automation, to AI, Genpact helps insurers free up loss-adjusting resources, shorten the claims cycle, and improve their customers' experiences. More information is available about Genpact's services for insurance claims.

About HOVER

Founded in 2011, HOVER's original product was used to by the U.S. Military to reduce risk for personnel in harm's way. Today, HOVER's technology is transforming a market that has been notoriously difficult to change: home

improvement. By building the world's most comprehensive and accurate database of physical properties, HOVER is creating the future of 3D property data. For more information, please email press@hover.to, visit hover.to or follow HOVER on Twitter or Facebook.

About Genpact

Genpact (NYSE: G) is a global professional services firm that makes business transformation real. We drive digital-led innovation and digitally-enabled intelligent operations for our clients, guided by our experience running thousands of processes primarily for Global Fortune 500 companies. We think with design, dream in digital, and solve problems with data and analytics. Combining our expertise in end-to-end operations and our AI-based platform, Genpact Cora, we focus on the details – all 87,000+ of us. From New York to New Delhi and more than 25 countries in between, we connect every dot, reimagine every process, and reinvent companies' ways of working. We know that reimagining each step from start to finish creates better business outcomes. Whatever it is, we'll be there with you – accelerating digital transformation to create bold, lasting results – because transformation happens here. Get to know us at Genpact.com and on LinkedIn, Twitter, YouTube, and Facebook.

For more information:

Gail Marold
Genpact Media Relations - Global
gail.marold@genpact.com
+1 919-345-3899

Nicole Newby
SutherlandGold Group for HOVER
nnewby@sutherlandgold.com

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