CLAIMSXPRESS PRODUCT DEPLOYMENT & CUSTOM VENDOR PORTAL FOR TERMINIX

TERMINIX

PROJECT OVERVIEW

In late 2020, Terminix was looking to replace an existing claims management system with a new deployment of ClaimsXPress. They needed functionality for vendors (Property/building contractors) to bid on repairs required for property claims submitted by Terminix customers with active service agreements. Both vendor and claims management teams needed technical integration to access the financial system (JD Edwards) for reimbursement.

KEY COMPONENTS & FUNCTIONALITY DELIVERED:

Given those imperatives, the Sikich InsurTech Team designed and delivered a tailored ClaimsXPress experience for the property line of business. Solution Architecture provided product streamlining specific to the Terminix business model, updating brand lexicon and monikers aligned with the organizational terminology that branch managers and claims adjusters were familiar with.

Additionally, the team developed several business rules to automate Terminix process management, alongside seamless integration to key financial systems.

Through final delivery, Sikich partnered with Terminix IT to deploy a custom vendor portal (hosted in AWS Cloud) which provided a streamlined interface for property contractors, ultimately delivering end-to-end value for both Terminix partners and customers.

KEY BENEFITS FOR TERMINIX:

STREAMLINED CLAIMS MANAGEMENT

Tailored a business operations solution for Terminix branch managers and claims adjusters that will now be rolled-out nationwide.

OPTIMIZED FINANCIAL INTEGRATION

Seamless financial integration to JD Edwards that automates the reimbursement of claims and repairs to Terminix customers and business partners.

SERVICE AGREEMENT AUTOMATION LEADING TO INCREASED REVENUE

Improved organizational revenue by installing an automated service agreement program. This tactical functionality now bridges the gap between vendors and customers resulting in increased sales.

WANT TO LEARN MORE?

Contact Brad Davis at Brad.Davis@sikich.com to setup a discovery call. Learn how Sikich can help with your claims systems consulting and implementation needs.

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