



## GAB Robbins

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GAB Robbins is a leading provider of risk and claims management services to the insurance and self-insured marketplace. GAB Robbins provides seamless claims services globally for the property and casualty insurance market.

GAB Robbins services include:

**Loss Adjusting** — GAB Robbins provides insurance carriers, brokers, managing general agencies and self-insured entities with loss adjusting services for property and casualty claims. They respond to catastrophes and claims adjusting needs anywhere in the world by offering a turnkey catastrophe response operation.

**TPA Services** — GAB Robbins helps clients manage the total cost of risk by developing and implementing workers' compensation, general liability, auto and property claims management programs. GAB Robbins provides claims administration and antifraud services for self-insured entities in all industries.

**Managed Care Services** — For over 125 years GAB Robbins has achieved excellence in quality of service, product and personnel. GAB Robbins Insurance Appraisals and Reserve Studies are the most complete and accurate reports available in the market.

### **What was needed...**

GAB Robbins needed a system to replace their current mainframe-based 'green screen' appraisal cost estimating system. The system they were using was no longer being enhanced or marketed. GAB Robbins was facing the termination of a mission-critical appraisal system while, at the same time, facing a growing backlog of appraisal volume. They needed a market-leading solution coupled with a flexible and adaptable configuration delivered on a tight timeline.

### **Steps taken...**

Eos Group provided a highly configured Insurance Appraisal solution that met the needs for GAB Robbins staff and diverse clientele. Eos Group assisted in evaluating core cost estimating data, designed and configured parametric assemblies and models, and worked side-by-side with GAB staff to validate the output and accuracy of system. End users and managers were educated through a customized training program. A custom proposal generator was developed to automate and standardize GAB Robbins' client deliverables.

### **Results...**

The final solution was developed in collaboration between Eos Group and GAB Robbins. It enables GAB Robbins to quickly address their appraisal backlog with comprehensive, defensible and accurate appraisal reports. The system provides continuous delivery of insurance appraisals and reserve studies containing advanced depth, scope and accuracy backed by independent cost data. The new appraisal cost estimating system enables GAB Robbins to generate a higher volume of appraisals that are universally accepted by insurance carriers world-wide.