



Loss Adjuster of the Year



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James Ong

Sedgwick's commitment to providing exceptional service standards to clients, combined with its ongoing digital innovation saw it come out as a winner.

Despite the disruption caused by the Covid-19 pandemic, Sedgwick coordinated its 660 employees across nine territories in Asia and harnessed digital solutions to maintain operations, with no loss of service or connectivity.

The group's growth strategy in the region focuses on providing enhanced services through offering new and improved products and solutions, specially tailored to meet clients' needs across multiple territories. In line with this goal, Sedgwick introduced a variety of new digital products and services during 2021. Building on its digital claims service, which uses a video tool to enable loss adjusters to conduct site visits remotely, it launched its new 'smart.ly' solution.

Smart.ly is a first notice of loss digital claims reporting platform, which provides notification of claims or incidents to all stakeholders and insurers, minimising the need for clients to co-ordinate multi-party communication and reducing response times. Alongside making life easier for clients, smart.ly' also harnesses powerful datamining tools to enable it to use historical loss data to provide risk management analysis.

Another newly introduced innovation is Sedgwick's viaOne application, which enables insurers to access real-time claims information and a personalised dashboard around the clock through their computers, tablets and mobile phones.

James Ong, Sedgwick's Chief Executive Asia, said: "Our ability to respond to clients in extraordinary times showcases our expertise, resilience and resources." Sedgwick has successfully integrated its recent acquisitions into its business to increase its technical loss adjusting capacity and major complex loss expertise in the region, as well as its third-party administrator and 24/7 claims management service offerings.

The loss adjuster is developing a workforce absence management solution to enable employers to keep track of staff absences as flexible working policies become increasingly common, as well as to monitor where and when their staff are most productive.

Meanwhile, its forensic advisory services have been in high demand, as specialist accounting skills were required to assess business interruption losses caused by the pandemic across the region.

Sedgwick Asia has enjoyed steady growth during the past five years, at an annual average rate of around 10%. Growth was slightly lower in 2020 at 8% due to the disruption caused by the pandemic, although Sedgwick Asia's combined revenue still totalled around US\$53 million.

Going forward, the group's focus on innovation and its expanding digital capabilities to improve the client experience, make Sedgwick a loss adjuster to watch.