

BEING FIRST CHOICE



Integra Technical Services has long held a reputation for successfully adjusting the largest and most complex specialty insurance claims. Increasingly they are extending this reputation into less complex and lower value claims as they stride toward their vision of being the first-choice loss adjusting firm in every sector they serve.

In 2015 Integra Technical Services set course on an ambitious growth strategy. Five years on and they have doubled their team of loss adjusters to 44; expanded their capabilities and added new lines of business that include marine cargo, upstream energy, ports and terminals and cyber risks; simultaneously strengthening their teams in North America, Middle East, Asia, Australasia and the UK.

Today, new lines of business now account for one third of all new instructions (*figure 1*).

New instructions were once dominated by large and complex losses – in 2015 67% of those assignments had a value **over** USD50 million. Today over half of all new instructions relate to claims with a value below USD50 million - in fact one in eight are **below** USD1 million (*figure 2*).

Leo Dixon, Chief Executive Officer confirms “the number of claims we adjust with a value over USD50 million has in fact increased. But our broader proposition is resonating with our clients. More lines of business,

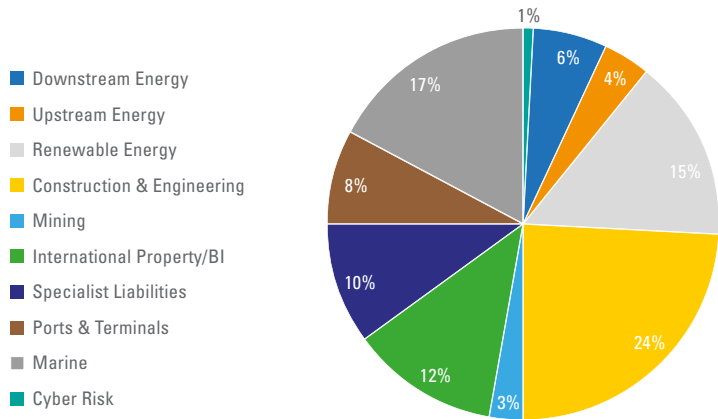


Figure 1: Breakdown of new instructions by line of business

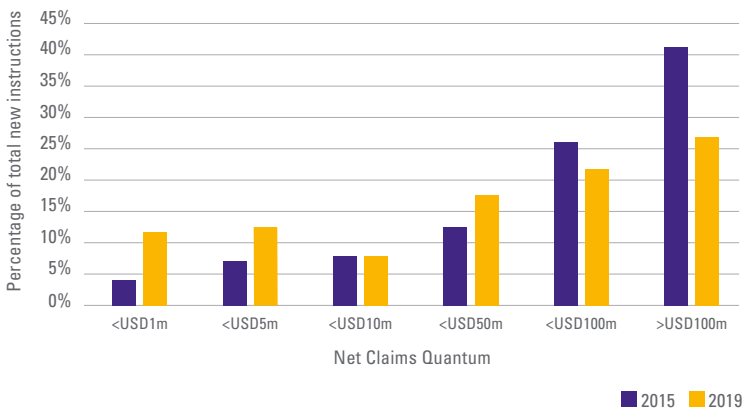


Figure 2: Comparison of new instructions by claim size

a larger and more diverse team and, importantly, a service offering that is tailored to meet the demands of less complex and lower value claims”.

Lines of business such as renewables, marine and ports and terminals generate high volume repetitive low value claims involving for example damage to gearboxes, transformers, vessels hitting port/harbour walls etc. Hitting key claims milestones, keeping to the timetable and short form reports are all important features in claims of this nature. Ewan Cresswell, Chairman, is keen to point out that “whilst we have adapted our service, we still maintain the principles that have helped build our reputation – our impartiality, ability to manage stakeholder relationships and approaching each new claim situation looking for an early solution”.

It is a feature of the industry that the experienced loss adjusters needed to manage complex specialty claims are in short supply. To achieve their growth targets Integra Technical Services have adopted a rounded strategy to develop the next generation of quality loss adjusters. A recruitment strategy that focuses on: 1) the ‘rainmakers’, specialist adjusters that have an established reputation; 2) younger adjusters that have high potential; and 3) engineers and other appropriately qualified individuals with a proven transferrable expertise who want to move into loss adjusting.

As Ewan explains “we are really looking for the best of the characteristics of the adjusters that helped forge our reputation, but in younger less experienced individuals that we believe will respond to the opportunities we offer”.

New joiners have repeatedly spoken about a learning environment that

enables them to thrive and take ownership of their career – creating their own networks, achieving formal loss adjusting qualifications and broadening their experience. According to Leo “we don’t have any career development barriers or constraints, instead we give people as much variety and experience as possible. If you come in as a civil engineer, we look to see how we can get you involved in handling engineering claims. If you specialise in renewables, well how about handling oil and gas claims as a complementary skill set?”

Only a small percentage of the incidents notified to the (re)insurance markets truly warrant the appointment of a ‘world class loss adjuster’ with a genuine market leading reputation. On the whole, most claims require a loss adjuster that can lead all stakeholders through the adjustment process and project manage claims to a successful conclusion. Leo believes “the loss adjusting firms of the future will have high quality adjusters who can apply a clear strategy, prepare robust adjustments and deliver first class service on claims no matter what class of business. They will then bring in the right people at the right time to support the process – be that a turbine specialist, a metallurgist or other consultant to complement the team”.

This is a key driver behind the development of the Integra World Class Loss Adjuster programme that will be launched in 2020 – fast tracking the development of their team using the insights from their own world class adjusters, as well as experiences from risk managers, insurance brokers and (re)insurers.

With these solid fundamentals in place, Integra Technical Services are aspiring to be the first choice loss adjuster

in every sector they serve. This will require a consistent service delivery, whether that’s in downstream energy, renewable energy or construction from London, Sydney, Dubai or any of their international bases.

Ewan feels strongly about their relentless obsession with every detail of the service to create the highest quality service experience: “we want the journey to claim settlement to be a good one every time. That means managing expectations, maintaining our impartiality and upholding relationships, as well as making sure we play our role to help (re)insurers deliver their service promise speedily and effectively.”

By employing the right people and providing them with the training and environment to succeed Integra Technical Services are making great strides towards achieving their ambitions.



Leo Dixon



Ewan Cresswell