

SELF-HANDLED CLAIMS · CLIENT NOT NAMED

High-Volume Claims, Turned Into **Actionable Data**

A national transportation and logistics group self-handles its claims with a lean risk team. The team has shaped VCA around the way transportation claims move, and the payoff is claim data it can act on.

THE CLIENT, NOT NAMED

A national transportation and logistics group, self-handled claims

THE SEAT

Captives and Self-Insureds

RUNS ON

VCA ClaimsCore

ON THE RECORD

More than a decade on VCA, recently renewed

THE RESULT, IN THE TEAM'S WORDS

Claim data it can act on: a decade of history in dashboards the team designed, and monthly reviews run straight from VCA.

From the case study the company approved.

THE OPERATION

An Operator That Handles Its Own Claims

The company is a national, multi-carrier transportation group that has grown exponentially over the years. As it scaled and took on more risk itself, it chose to build a mature internal claims operation rather than hand the work to an outside administrator.

It retains the first layer of risk and self-handles claims across six claim lines. A risk team of roughly 13 adjusters, processors, and claims staff manages 400 to 500 claims a month.

One accident, several claims

Each claim line has its own owner, timeline and path.

Files that could not close

A closed cargo claim waited on an open injury claim.

Work that went uncounted

Workload and closing ratios were hard to read.

WHAT CHANGED

Rebuilt around how the work moves

01

The condition

Related claims in a single occurrence, with multiple adjusters on one file and one claim type assigned to it.

02

The change

Files split by claim type on a hierarchy the team designed, then custom fields it led: demand details, medical damages, cause of loss, driver cited.

03

What it left

Workload, claim types, trends and closing ratios seen cleanly, and fields VCA rolled out across its wider client base.

FROM CLAIM FILES TO ACTIONABLE DATA

What the data does each month

For this team, the value is less about any single claim file and more about what structured claim data makes possible across the business.

- ✓ **The data is theirs.** Everything the team puts into VCA comes back out, fully exportable.
- ✓ **Monthly claim reviews.** Run with the adjusters straight from VCA, checking that diaries are set and files are moving.
- ✓ **Exception reports.** A payment made on a claim still open with a small reserve, or a file with no new note in too long.
- ✓ **Why it renewed.** VCA has been willing to make the changes that fit the business as it evolved.

 Actionable Data.

Head of Risk, asked for the single biggest value the platform delivers

HOW THIS STORY IS SOURCED

The company is not named, and nothing here points to it. The text follows the case study the company approved, cut to these sections. No outcome figure is stated; the operating figures are the company's own.

See if your claims operation fits the same model

If your risk team manages high volumes and multiple claim lines, and you want full ownership of your claim data, talk to VCA about how your operation maps.

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Online, with the other case studies: vcasoftware.com/resources/case-studies/self-handled-claims-actionable-data/