



Creating a Claim Managing Platform for Panama Pacifico

Panama Pacifico is a community inspired by the most progressive principles of urban design. Your community intertwines human experience with its natural environment encouraging creativity and growth. Rootstack has developed for London & Panama Pacific Regional a system of guarantees that seeks to channel complaints and claims that customers may have when receiving a property.

What is a Claim Managing Platform?

A guarantee system is a web solution that allows monitoring, controlling and manage complaints or claims from homeowners, which results in faster responses in less time thus improving the customer experience. Plus beyond its structural role in claims management, a guarantee system allows the company that implements it to make business changes faster and develop new business strategies in the future, with the purpose of expanding the scope of the project and showing a commitment world class with the customer.

Panama Pacific Claims Handling

The properties are delivered to the clients with a guarantee time, in that time if an incident occurs on the property, they must channel it to London & Panamá Pacífico Regional where by calling the help desk they schedule a visit to determine the extent of the damage and what type of contractor to deal with. This guarantee system automates the process of complaints and claims of the following: Appointments are scheduled for the on-site survey with photo capture with details to generate order and assign to contractor and then assign tickets to contractor according to the damage category.

At Rootstack, we believe that automation increases productivity, reduces costs and improves the efficiency and effectiveness of a company. By having partial or total integrations, it is achieved that solutions within a company talk to each other and the “human error” factor is decreased - thus achieving a more efficient company. For this, we seek that by automating the process of customer claims with their purchased goods, it is possible to facilitate real estate to control more detailed quality of work delivered by the contractor thanks to reports that supplies the system as a claim history, progress pipeline, etc.

