

Technology



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ABOUT WARDLAW

Led by a management team formed of the industry's best field adjusters, Wardlaw's unique focus on training, technology, and quality has been providing insurance carriers with confident IA service since 1965.

Innovation and integration— from the data center to the field

In the early 1990s, a major client asked Wardlaw to develop that carrier's first technology-based claims process. We relied upon an intimate knowledge of the carrier's system to develop an advanced claims handling platform from scratch. The Wardlaw Information Technology department was born from that experience.

Technology isn't a side project at Wardlaw. Our IT department is managed by dedicated personnel who are fully experienced as field adjusters. It allows them the insight to build customized applications that best suit the needs not only of adjusters, but also of each client. Lean and agile, the IT department can develop infrastructure in a fraction of the time it takes others just to get started.

Perhaps our IT team's proudest and most capable achievement is Catapult, the Wardlaw Claims Management System. It's really multiple platforms in one—built modularly, it easily integrates with clients' systems and is scalable to the largest of needs. An easy-to-use web interface enables real-time visibility into claims status, while a powerful architecture provides the computational muscle to get the job done. Highly efficient, Catapult decreases cycle-time and simplifies management of your KPIs.

Our 1,500 square foot data center is encased all around by eight-inch thick concrete.

Wardlaw technology is quite literally bulletproof: 8-inch thick concrete encases our 1,500 sq. foot data center. In addition, we installed redundant technology and a fire-suppression system to keep all systems running. Essentially, we over-engineered it to get it done right the first time. It's the Wardlaw way.

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