



# Commercial repair solutions

## COMMERCIAL REPAIR SOLUTIONS

# Improving the customer experience

### The challenges

As we deal with effects of widespread issues — from the ongoing pandemic, to Brexit, to global supply chain problems and international conflict — it's becoming increasingly difficult for businesses to get their buildings repaired in a timely way.

Supply shortages of building materials and labour are also contributing to significant increases in building repair costs, which ultimately increases the cost of claims. And of course, the longer it takes to restore a property, the longer a business is unable to trade — which puts pressure on that business' viability and also increases BI claims.

### Our solution

Sedgwick's established repair solution division, is a national network of 75 restoration and building contractors, provides a wide variety of property repair services and is trusted with more than 10,000 property repairs annually. To continue meeting the needs of our diverse client base, our service offerings are always expanding, so we've designed a new solution specifically to cover commercial claims and address the problems affecting our clients and their customers.

### Making the difference with a concierge

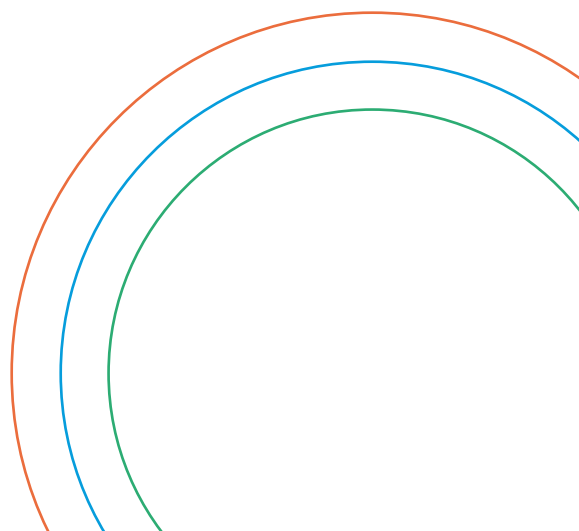
When a contractor needs to be appointed to undertake a property repair, we offer a concierge service to help manage the process. Each claim has a dedicated concierge, whose role is to serve as a conduit between the loss adjuster, the contractor and the policyholder. The concierge will schedule check-ins and interventions through remote site visits, ensure that satisfactory progress is being made, and that the policyholder is happy with quality of the works.

*Because any issues are addressed as soon as they arise, this ultimately means a reduction in delays, better cost control and overall enhanced customer satisfaction.*

### Benefits

With the combined efficiencies of our contractor network and our concierge service, Sedgwick is able to:

- Enhance the focus on quality and programmes
- More effectively control the interruption period
- Have oversight and control of indemnity spend
- Improve the customer experience



## About our network

### Environmental achievements

In 2021, our building repair division was proud to achieve PAS 2060 BSI carbon neutrality status. We are also the only loss adjusting firm to hold ClimateWise membership.

### Controls in place

- We consistently deliver high quality workmanship through audits and governance, conducted by our technical and supply chain teams
- We're committed to sustainability, as evidenced by our ISO 14001 (environmental) accreditation; we also have carbon reduction and waste recycling initiatives in place
- Our dedicated risk and compliance team guarantees we're fully compliant with all relevant legislation, and that our network is stable
- We are also ISO 45001 (health and safety) accredited, with a health and safety manager to make sure we meet all regulatory requirements

### Technology in place

Our IT platform, powered by Salesforce, brings the following additional benefits:

- Complete integration between colleagues, clients and contractors
- Digital appointment booking
- Customer and client portals for live updates
- Real-time dashboard for clients and contractors
- Contractor portal accessible from office and on-site
- Integrated customer satisfaction surveys during the repairs
- Automated process efficiencies for all parties
- Integrated video audits before, during and on completion of work

For further details about our commercial building repair solutions, please contact:



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## WHY CHOOSE US?



### Happy customers

Our Net Promoter Score (NPS) of 85 and Customer Satisfaction Score of 92%



### Our three-year guarantee

Contractor funded, covering workmanship and materials — peace of mind for you and your customers



### Our robust internal audit process

We undertake 10,000 annually through automatic system checks, desk reviews and site visits

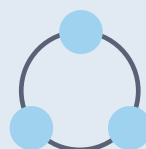


### Cost certainty

Our Universal Rate Set (URS) is reviewed quarterly by Chartered Quantity Surveyors using market intelligence benchmarking



We collaborate with good, tried and tested contractors, who like working with us



### We've dedicated teams to guarantee a fully rounded service

Client, customer and contractor support hub, supply chain team, technical team, and risk and compliance team



[sedgwick.com](https://sedgwick.com)

