

# Enhancing AMQ's Claims Resolution Process

Automation-Driven Process Improvement



# Agenda

**01 Current State Analysis**

**02 Recommended Solution**

**03 Impact**

**04 Closing**

# Meet the Team



Arina Shah

*Computer Engineering*



Landon Barrett

*Business Administration  
(ITM)*



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(ITM)*



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*Industrial Engineering*

# Executive Summary

## AMQ Background

- Subsidiary of Steelcase
- Projected growth: 30%YoY for next 3 years

## Problem

- Scaling current team of 2 to resolve growing number of claims

## Solution

- Centralized claims dashboard
- Automated claims intake process and product reorder
- Automated dealer communication

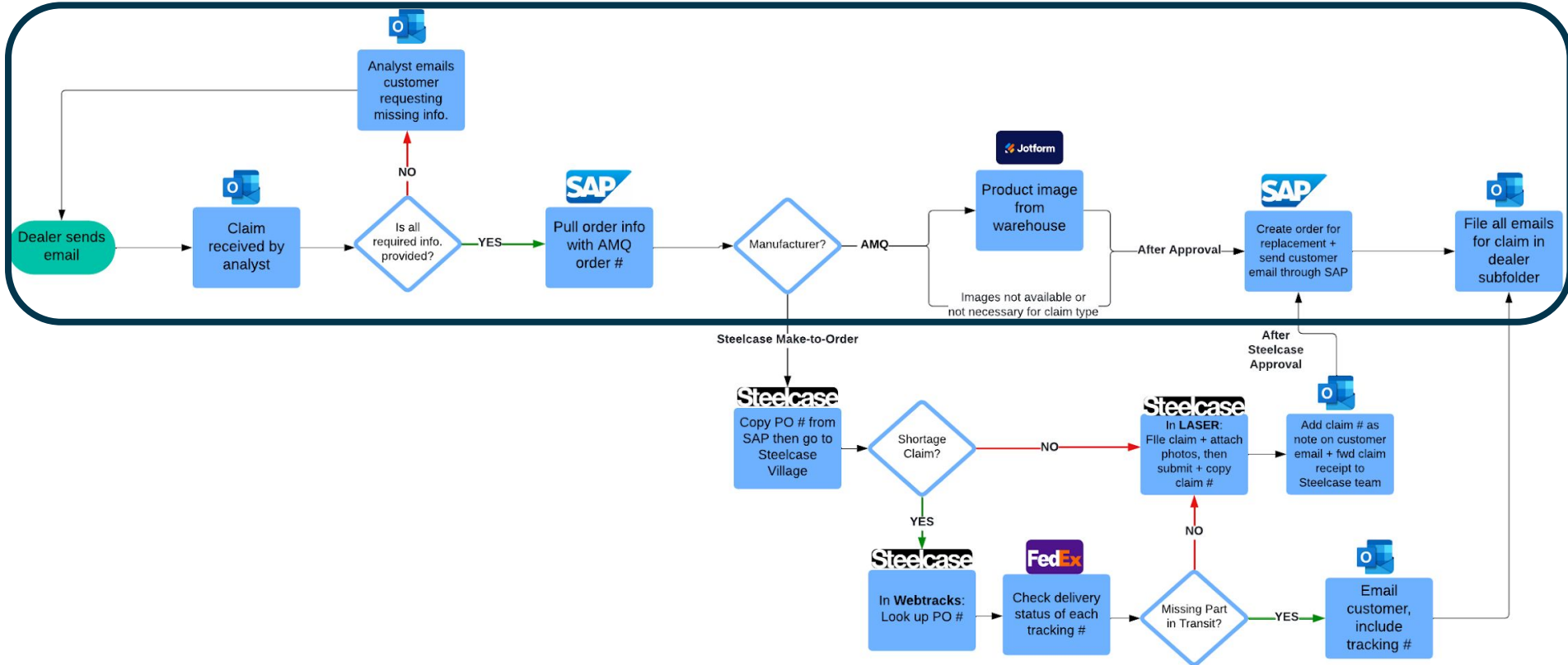
## Value

- 66% reduction in claims resolution time
- \$1.3 M - 1.7 M projected cost savings

# 01

## Current State Analysis

# Current Process



# Key Pain Points

System fragmentation

System lag

Lack of standardized intake process

Frequent email exchanges

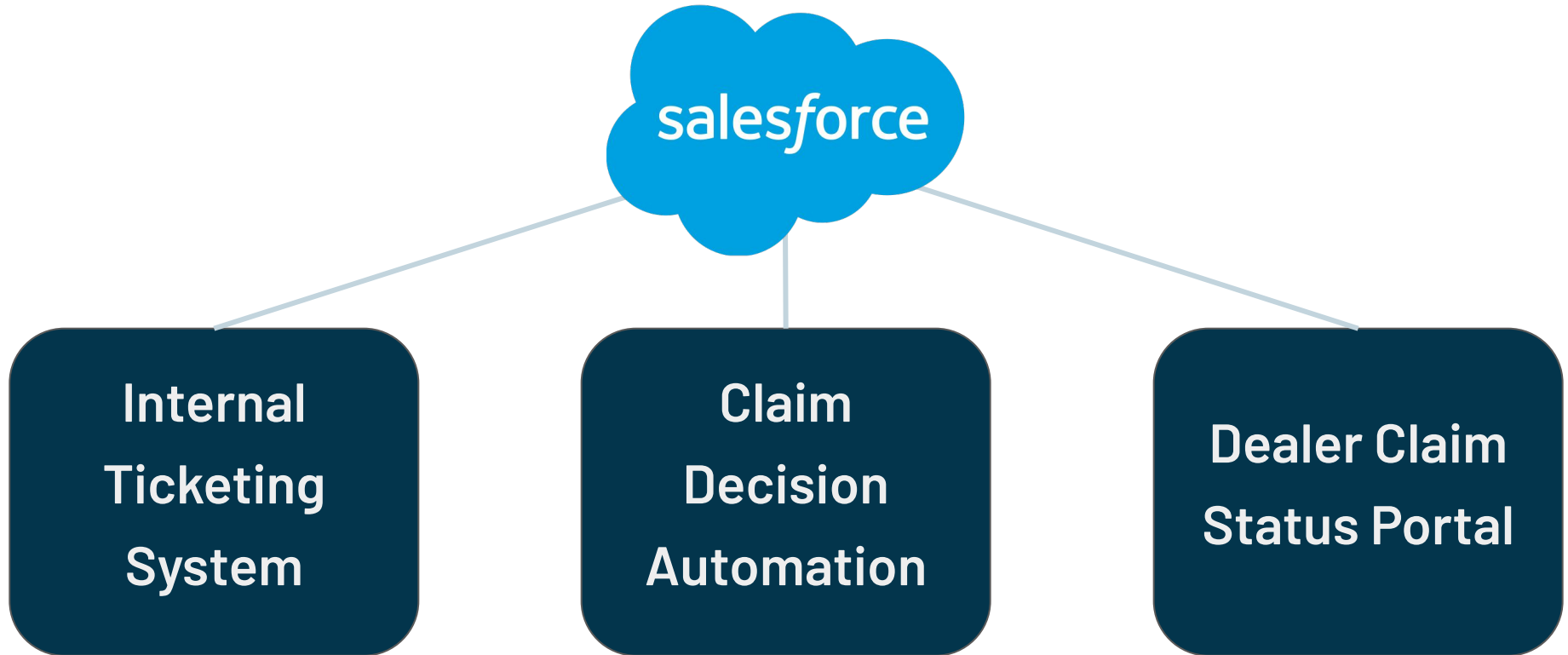
Inadequate warehouse product images

# 02

## **Recommended Solution**



# Technical Implementation



# Demo

The screenshot displays a web application interface for a company named "CLARA-00044". The interface is divided into several sections:

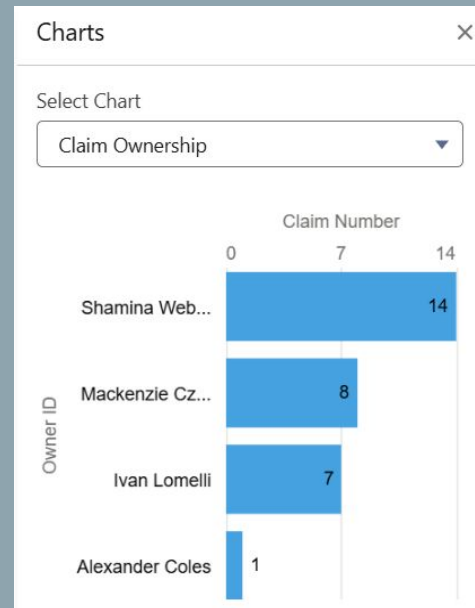
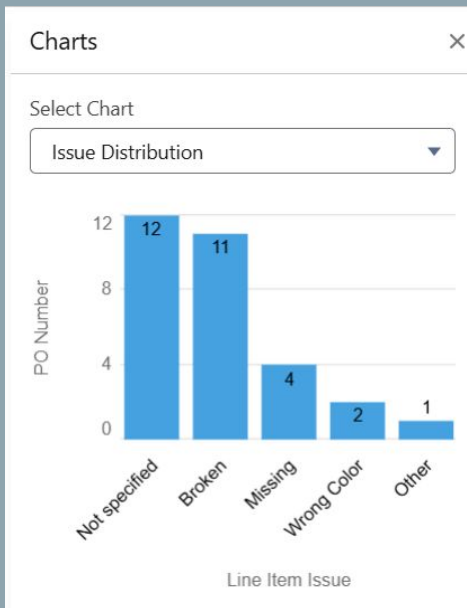
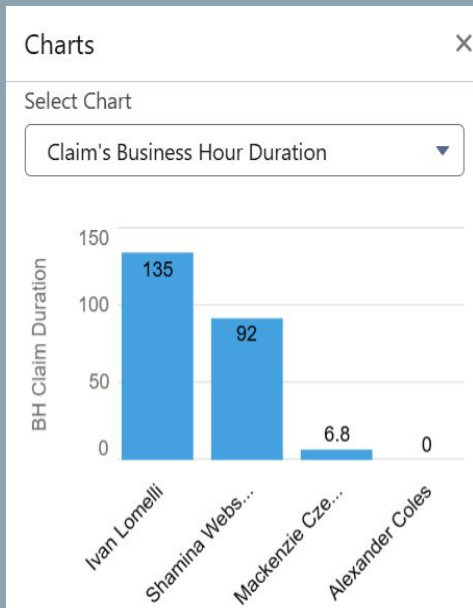
- Top Navigation Bar:** Contains a search bar, a "Home" button, and a "Logout" button. A green banner with the text "Welcome to the system" is visible.
- Main Content Area:** Features a table with columns for "Name", "Email", "Phone", and "Address". The table contains several rows of data, including names like "John Doe", "Jane Smith", and "Mike Johnson".
- Right Sidebar:** Contains a list of items, each with a circular icon and a text label. The items are: "John Doe", "Jane Smith", "Mike Johnson", and "Emily White".

The interface is designed with a clean, modern aesthetic, using a color palette of blues, greys, and greens. The layout is responsive, adapting to the width of the browser window.

# Claims Analyst Dashboard

Claim Tickets				
All		New Import Printable View		
29 items • Sorted by Claim Number • Updated 5 minutes ago		Search this list...		
Awaiting Analyst Review (2)		Needs Approval (1)		Under Review (1)
CLAIM-00019		CLAIM-00040		CLAIM-00043
CLAIM-00021				
				Approved (21)
				CLAIM-00003
				CLAIM-00009
				CLAIM-00011
				CLAIM-00012
				CLAIM-00013
				CLAIM-00014
				CLAIM-00015
				CLAIM-00017
				CLAIM-00018
				CLAIM-00022
				Rejected (4)
				CLAIM-00010
				CLAIM-00016
				CLAIM-00026
				CLAIM-00032

# Real-time Insight Capabilities



# Claim Ticket Page

Claim Ticket

CLAIM-00043

Account

RGO Products LTD - Calgary

PO Number

C550368

AMQ Sales Order Number

36875

Number of Line Items

1

Usage Codes

Under Review

Approved

Rejected

✓ Mark Claim Status as Complete

Guidance for Success

Our analysts are now analyzing and managing your claim.

Claim Information

Images

Related

▼ Claim Details

Account

RGO Products LTD - Calgary

PO Number

C550368

AMQ Sales Order Number

36875

Claim Status

Under Review

Claim Description

The attachment between the chair seat and the wheels was broken upon arrival.

Number of Line Items

1

Cost Estimate

\$800.00

Owner

Shamina Webster

▼ Line Items

Usage Codes

Line Item Number

18475

Line Item Number

Line Item Number

Line Item Number

Line Item Number

Line Item Issue

Broken

Line Item Issue

Line Item Issue

Line Item Issue

Line Item Issue

Post

Question

Poll

Share an update...

Share

↑↓

Search this feed...

Arina Shah updated this record.

17h ago

Claim Status

Awaiting Analyst Review to Under Review

Like

Comment

Write a comment...

# Claim Ticket Page

Claim Information

**Images**

Related

▼ Dealer Images

Dealer Images

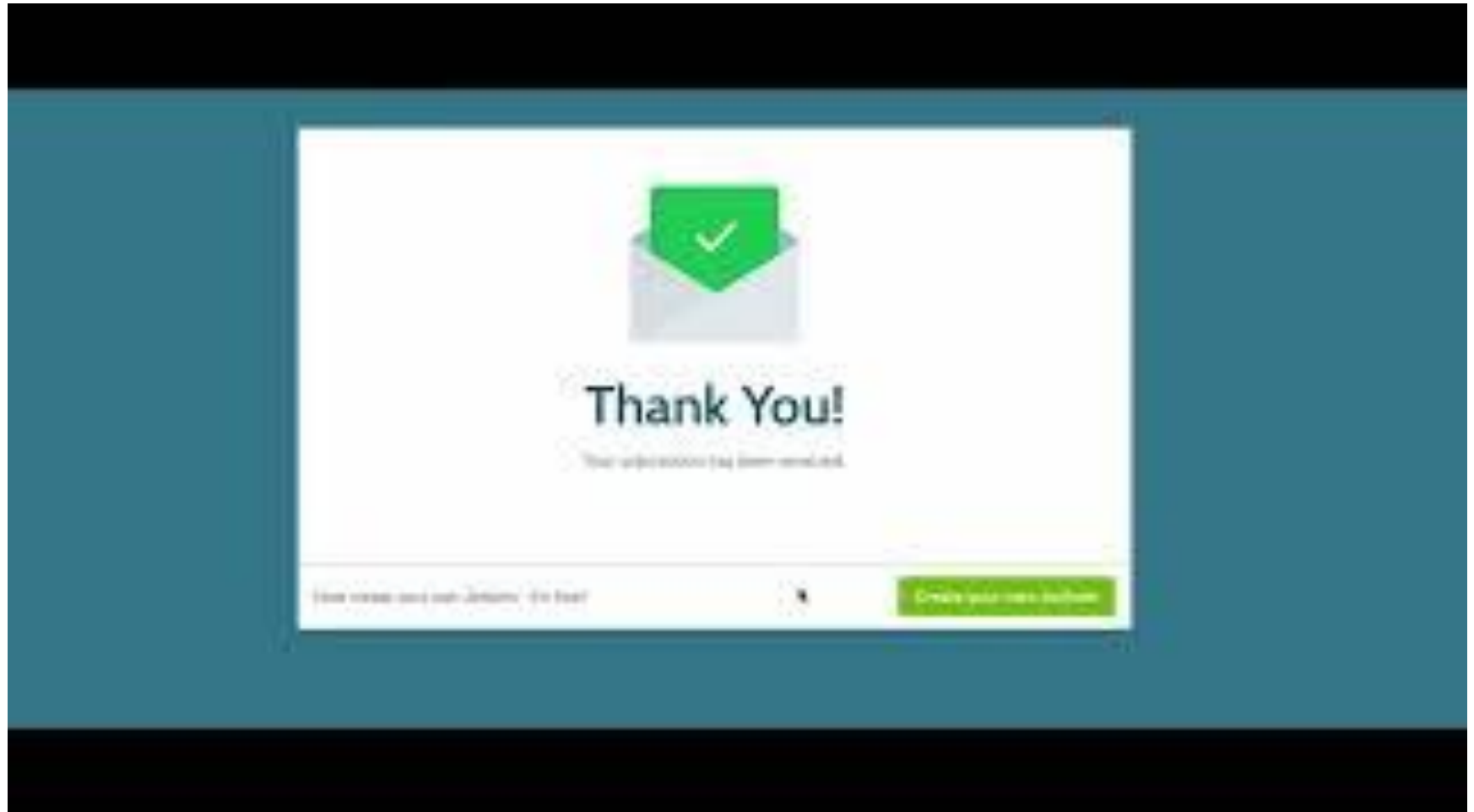


▼ Warehouse Outbound Verification Images

Warehouse Images



# Demo: Dealer POV



# Dealer POV

## Claim Ticket Details

**Claim Number:** CLAIM-00043

**Claim Status:** Under Review

**Claim Description:** The attachment between the chair seat and the wheels was broken upon arrival.

**Contact Email:** ashah634@gatech.edu

**Contact Phone Number:** (123) 456-7890

**Contact First Name:** Arina

**Contact Last Name:** Shah

**Replacement Shipping Address:** 708 Spring St NW, Atlanta, Georgia 30308, United States

**Secondary Email:**

**Shipping Date:** Not yet provided

1

Received

2

Under Review

3

Resolved

If the information above is incorrect, you need to cancel your claim, or you need any other help please contact our support team at [cc@amqsolutions.com](mailto:cc@amqsolutions.com).



**03**

**Impact**

# 66%

reduction in claim resolution time<sup>1</sup>

1. The reduction in claim resolution time was calculated by comparing the current system's average of 0.72 hours per claim to our solution's improved rate of 0.25 hours per claim.

# Impact

Claims per week	60
Size of team	2
Number of email exchanges per claim	3 (minimum)
Committed time to response	24 hours
Estimated average resolution time	43 minutes



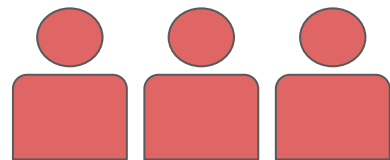
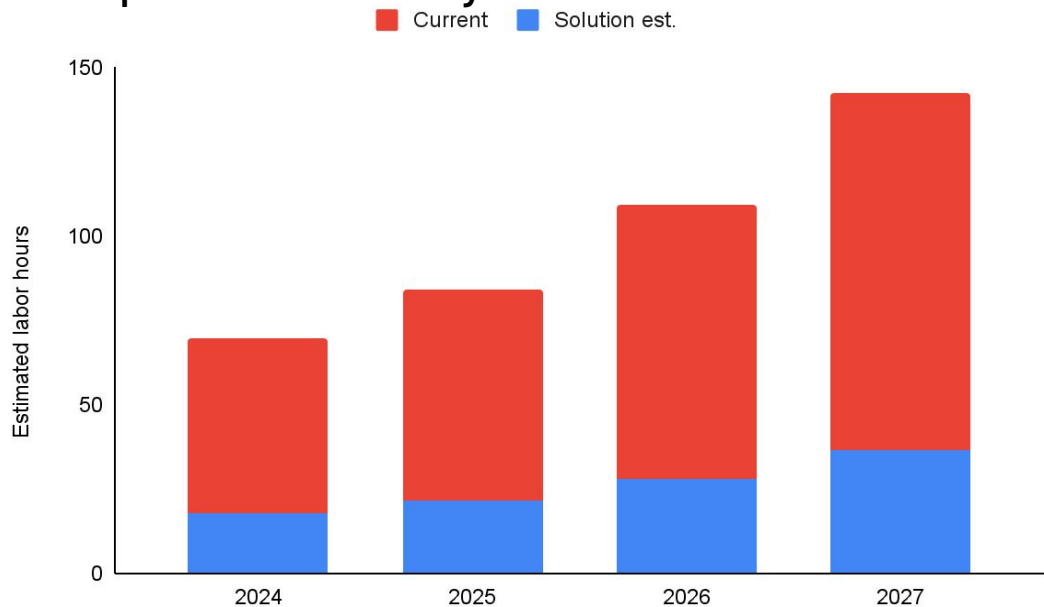
Claims per week	Up to 160 claims
Size of team	1
Number of email exchanges per claim	0 (minimum)
Committed time to response	0 hours (automatic)
Estimated average resolution time	15 minutes

**Financial Benefit: \$840K - \$960K (over 3 years)**

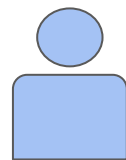
1. Calculations for the solution's new capability and estimated resolution time can be found in the appendix in the Calculations for Solution Response Time slide (slide 38).

# Without faster resolutions, rising claims will need more analysts

## Comparison of weekly claim labor hours



**3 claim analysts required by 2027,**



**1 claim analyst required by 2027,**

1. Analyst calculated on a 40 hour work week with claim management being the sole responsibility. The current claim rate and goal claim rate would produce 106 and 36 weekly labor hours by 2027.
2. Calculations for graph can be found in Weekly Claim Projections (slide 39)

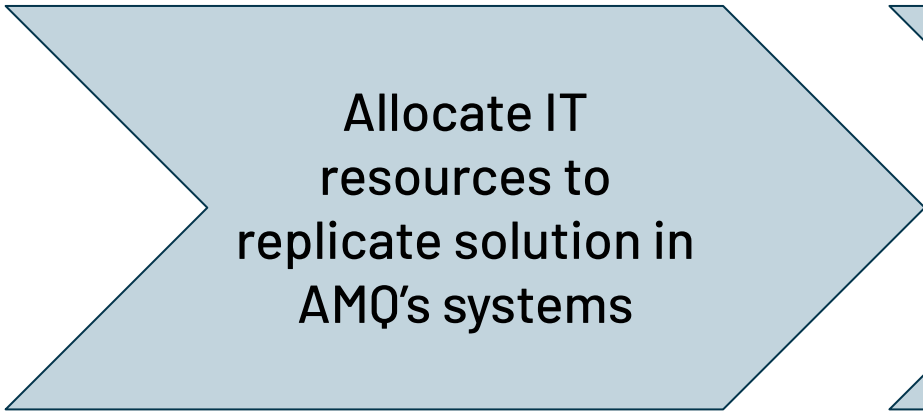
**04**

**Closing**

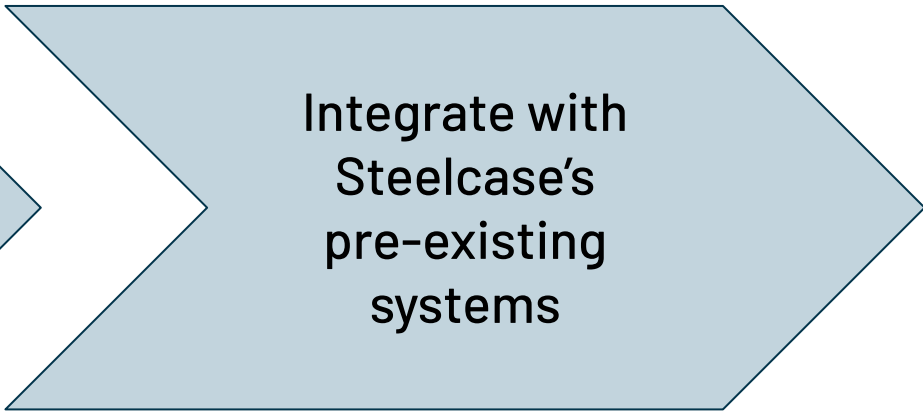
# Recommended Next Steps



## Short-term



Allocate IT  
resources to  
replicate solution in  
AMQ's systems



Integrate with  
Steelcase's  
pre-existing  
systems

## Long-term

# Project Summary

Motivation: Handling projected claims volume will require increasing claims analyst staff

## Problem

Current claims process is highly manual and non scalable

## Symptoms

Lack of claims data documentation

Fragmented software

## Deliverables

Centralized claims dashboard

Automated claims intake & reorder process

Automated dealer communication

## Impact

66% reduction in claims resolution time


\$1.3M - 1.7M projected financial benefit

**Thank You**





# Appendix

# Claims Analyst Dashboard

 AMQ Solutions


HomeAccounts ▾Contacts ▾Opportunities ▾Reports ▾Dashboards ▾Tasks ▾SPAs ▾Fiscal Period ▾Claim Tickets

 Claim Tickets

**Claim Delegation List** ▾

New

2 items • Sorted by Claim Number • Refresh this list to view the latest data

Search this list...

Shamina Webster (1)

CLAIM-00041 ▾

Ivan Lomelli (1)

CLAIM-00042 ▾

# Claim Ticket Page

## ▼ Replacement Order

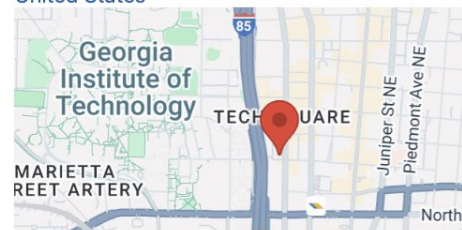
Replacement Order Number [C550368-REP-1](#)



Cost Estimate

Replacement Shipping Address

708 Spring St NW  
Atlanta, Georgia 30308  
United States



## ▼ Contact Information

First Name Arina



Contact Email [ashah634@gatech.edu](mailto:ashah634@gatech.edu)



Secondary Email



Last Name Shah



Contact Phone Number (123) 456-7890



# Dealer POV



## Claim Intake Form

Company name

First name

Last name

Phone number

Email address

Order number

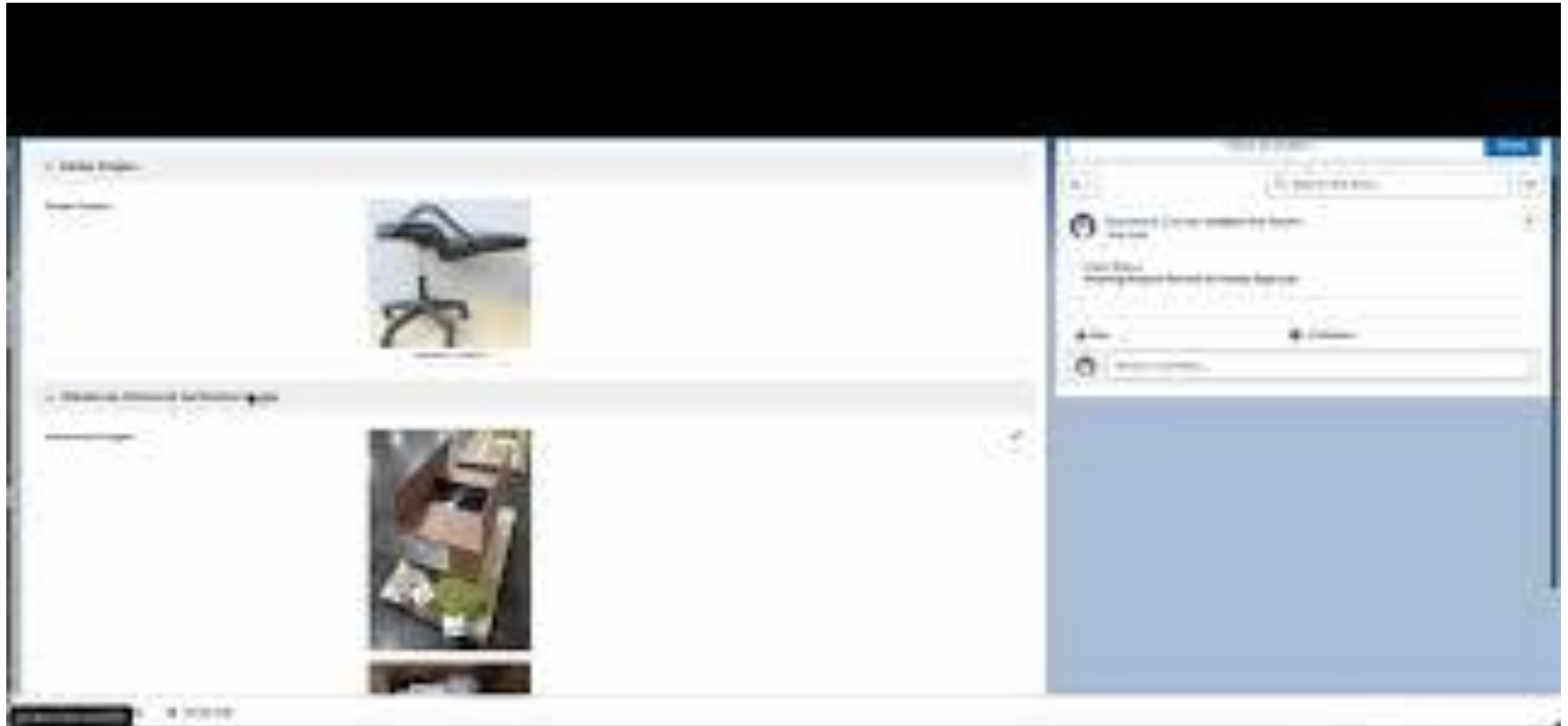
Ship to address

Claim description

Image of claim



# Demo: Under \$500 Automation



# 04

## Implementation Considerations

# Key Assumptions

## Technical

1. Pre-existing SAP/Salesforce integration
2. Jotform component of solution can be replicated with Formstack

## Stakeholder

1. Dealers submit claims via form
2. Analysts have Salesforce Environment access

# Cost Considerations

## SAP Integration

- ~\$59K per year

## Upfront Salesforce Development

- Cost of IT team labor hours



# AMQ Priority Playbook

## Business Impact

- \$1.3M - \$1.7M cost savings over next 5 years



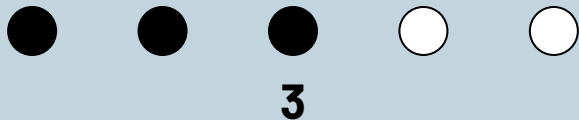
## Strategic Alignment

- Operational project



## Urgency

- Urgent, if implemented after 2026 additional labor required

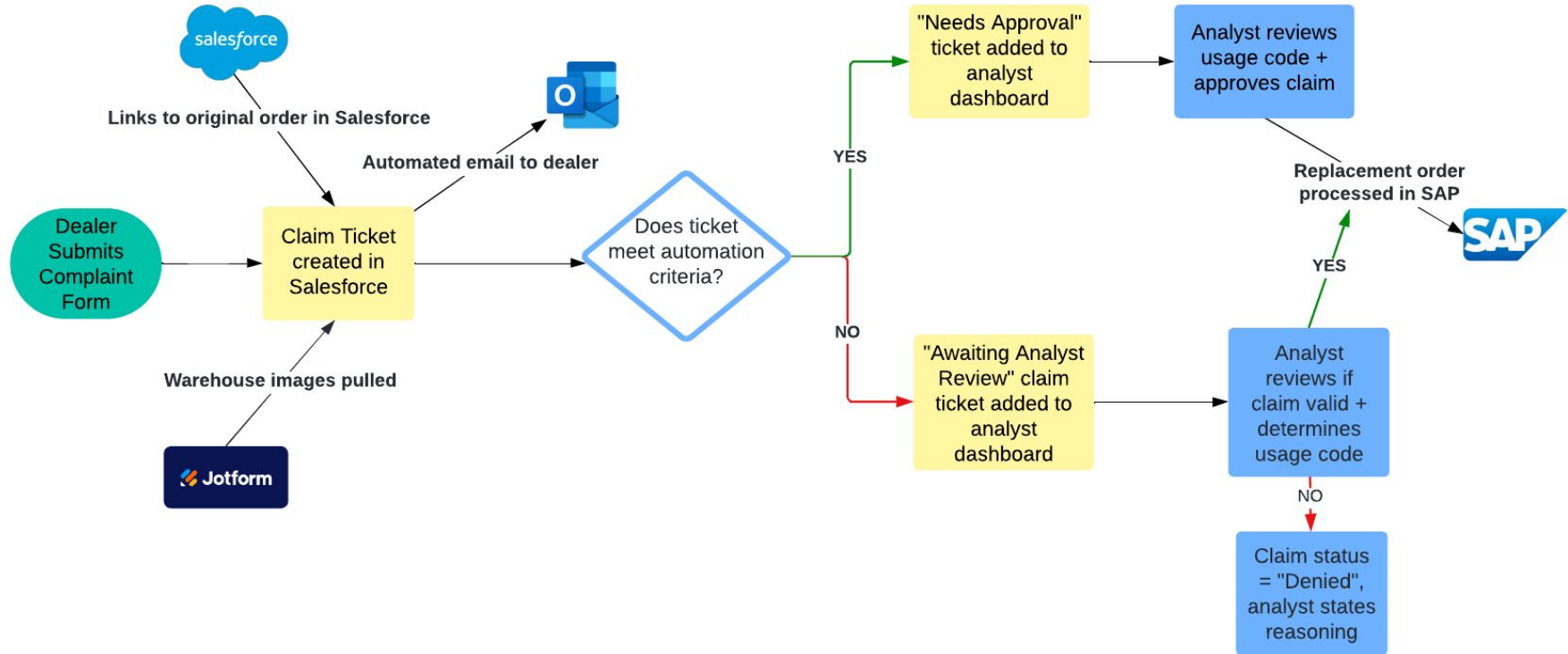


## Feasibility

- Low risk, moderate effort



# Solution's Process



# Solution Implementation Plan

## Today

- Test integrated Salesforce environment with claim's analyst input
- Begin sample testing on select claim batches to mitigate risks of new system

## Short-term

- Implement proposed solution and integrate with SAP
- Refine automated usage code logic
- Continued maintenance and improvement of environment

## Long-term

- Use Steelcase LASER system for all claims

# Change Management Plan

## Dealer

- Inform existing dealers of new process and form
- Recommend dealers going through email channel use new form
- If slow adoption, highlight quicker resolution speed and transparency

## Sales Team

- Inform of new solution tool and have them recommend its use to dealers
- Create way to have visibility into claims status and ability to comment within the solution
- Training on order input in Salesforce

## Analysts

- Train on the new Salesforce platform
- Inform on KPI's and their processes
- Ensure analysts are changing the status as they go through process

# Calculations for Solutions Response Time

## Assumptions

SW Claim hours per week	32
IL Claim hours per week	20
Weeks worked per year	52
SAP 2024 Claims	3741

Annual Work Hours	2024 Yearly Claims	Hours Spent per Claim (2024)
2704	3741	0.72

## Solution's Estimated Resolution Time

Claim Order Types	Share of Claims	Hours per Claim	Share x Hours per Claim	Weighted Average
SMO Orders (909)	26.19%	0.48	0.12	0.25
AMQ Orders (2562)	73.81%	0.17	0.12	

	Current Hours per Claim	Solution Hours per Claim
Overall	0.72	0.25
Response	0.2385244587	0
Resolution	0.4770489174	0.25

1. SAP 2024 Claims and the distribution of SMO and AMQ orders are derived from the SAP U15 Export from 2024 in the Hlghlevel Billing Document Items.
2. Current Hours per Claim Response and Resolution times are based on the committed time split (24 hours for response and 48 for resolution).
3. The solution's hours per claim estimate is based on team's process durations testing; more testing will result in more accurate estimates.

# Weekly Claim Projections

## Assumptions

Current Claim per Hour	0.72
Solution's Claim per Hour	0.25
Solution Claim Cap per Analyst	161.2

## Proj. Weekly Claims

24	25	26	27
72	87	113	147

## Weekly Claim Hours

Claim hours	2024	2025	2026	2027
Current	52	63	82	106
Solution est.	18	22	28	36

## Required Team Size

Process	2024	2025	2026	2027
Current	2	2	3	3
Solution	1	1	1	1

## Proj. Claim Growth

Year	Yearly Claims
2024	3471
2025	4512
2026	5866
2027	7626

1. The current and solutions claim per hour come from Calculations of Solution Response Time (slide 40), and are multiplied by weekly claims to get weekly claim hours.
2. The required team size is derived from the amount of weekly claim hours assuming a 40 hour work week solely dedicated to claims.
3. The yearly claim estimates are derived from a 30% YOY growth for next 3 years assumption from project sponsors.

# Business Impact 5-Year Calculation

Assumes 30% year over year growth; after 3 years(2027), stagnation occurs

Conservative Estimate				
Year	Yearly Claims	Yearly Hours	Employees Required	Additional Employee Cost
2024	3471	2509	2	
2025	4512	3261	2	\$120,000
2026	5866	4240	3	\$240,000
2027	7626	5512	3	\$240,000
2028	7626	5512	3	\$240,000
2029	7626	5512	3	\$240,000
2030	7626	5512	3	\$240,000
Sum of Additional Employee Cost				\$1,320,000

Assumes 30% year over year growth; after 3 years(2027), stagnation occurs

Solution Conservative Est...						
Year	#	Yearly Claims	#	Yearly Hours	Employees Required	Additional Employee Cost
2024		3471		861	1	\$0
2025		4512		1120	1	\$0
2026		5866		1456	1	\$0
2027		7626		1893	1	\$0
2028		7626		1893	1	\$0
2029		7626		1893	1	\$0
2030		7626		1893	1	\$0
						Sum of Additional Employee Cost
						\$0

Assumes 30% year over year growth for next 5 years

Liberal Estimate				
Year	Yearly Claims	Yearly Hours	Employees Required	Additional Employee Cost
2024	3471	2509	2	
2025	4512	3261	2	\$120,000
2026	5866	4240	3	\$240,000
2027	7626	5512	3	\$240,000
2028	9914	7166	4	\$360,000
2029	12888	9315	5	\$480,000
2030	16754	12110	6	\$600,000
Sum of Additional Employee Cost				\$2,040,000

Assumes 30% year over year growth for next 5 years

Solution Liberal Estimate				
Year	Yearly Claims	Yearly Hours	Employees Required	Additional Employee Cost
2024	3471	861	1	\$0
2025	4512	1120	1	\$0
2026	5866	1456	1	\$0
2027	7626	1893	1	\$0
2028	9914	2461	2	\$120,000
2029	12888	3199	2	\$120,000
2030	16754	4158	2	\$120,000
Sum of Additional Employee Cost				\$360,000

- Yearly Hours column takes the average claim per hour rate and multiplies it by the yearly claims, the Employees Required column takes that number divides it by 52 (weeks in a year) and then rounds up the result to the nearest digit after it's divided by 40 (work week hours).
- Additional Employee cost is the difference to one, multiplied by the N. CA full burden salary of a claims analyst (\$120K).