

McLarens ensures faster claims settlement, thanks to Applications Manager



About McLarens

McLarens is a global loss adjusting company that facilitates the settlement of both simple and complex claims, with over 90 years of experience. Its network of 230+ offices worldwide boasts a team of highly skilled professionals, averaging 20+ years in claims adjusting. They leverage cutting-edge technology to offer clients 24/7 access to claim information and a proactive approach to claims management.



Industry: Finance and insurance



Location: United States

Business and IT priorities at McLarens

McLarens prioritizes uninterrupted processes and seamless customer experiences. To initiate a claim, clients can contact McLarens by phone, online form, or in-person visit, with multilingual support. The initial contact collects essential incident and policy information. Claims are then registered in a central management system (CMS) with a unique tracking number. The CMS securely stores all documents and places claims in a queue based on urgency and complexity.

The CMS streamlines tasks, guides adjusters through workflows, manages documents, and facilitates communication among global teams. It also uses data analytics for fraud detection and handles secure electronic payments upon settlement.

McLarens' IT priorities include ensuring seamless claims processing through proactive maintenance, reducing issue resolution time, optimizing resource use, automating repetitive tasks, maintaining compliance with data privacy regulations, and minimizing false security alerts. This supports faster claims resolution, resource efficiency, strategic focus, regulatory compliance, and effective threat management.

The need for an application performance monitoring solution

For almost a century, McLarens' team of multigenerational experts have been significantly contributing to their clients' success. Having clients who trust them everyday with their claims, the team has had to ensure 24/7 access to the latest claims information, worldwide.

This global reach demands constant availability of their mission-critical applications. These applications include Centric, their proprietary claims management platform, and McLarens App, which facilitates clear communication between customers, claim handlers, and suppliers. These applications run in production environments, directly handling real-time user data and processes. Both applications are accessed by employees (for managing claims) and clients (for submitting or tracking their claims).

In the past, McLarens' IT team relied on monitoring agents to detect issues within their IT infrastructure. Unfortunately, these agents frequently experienced delays in triggering alerts. This resulted in increased downtime, delayed issue identification, and vulnerability to security threats.

When the team was on the lookout for an efficient and cost-saving solution, ManageEngine's Applications Manager was recommended by a team member. Manoj Maddineni, a database administrator at McLarens, vouched for our solution based on his previous experience.



“We are now getting alerts triggered for most of the major and minor issues. Due to this, the downtime of the instances has been reduced.”

—Manoj Maddineni, database administrator at McLarens.

Outcomes after implementing Applications Manager



2 hours/day
saved through automation



24/7 availability
achieved



30% improvement
in MTTR

Achieving outcomes with automated alerts and actions

Applications Manager has enhanced McLaren's approach to IT infrastructure management, enabling a strategy that prioritizes uninterrupted service and operational efficiency. The solution delivers real-time insights into the health of critical applications across the entire IT ecosystem. This comprehensive monitoring empowers the IT team to identify potential issues before any can escalate into major downtime. Features like root cause analysis and workflows played a major role in helping the team reduce their MTTR by 30%. "By using Applications Manager, we are now tracking all the audit information and are also able to retrieve the historical job schedules/failures to troubleshoot and fix the issue," says Manoj.

McLaren's IT team understands the critical role of their database in ensuring efficient and accurate service. The constant influx of claims data necessitates a proactive approach to database management. Legacy monitoring solutions, with their reactive nature, were insufficient. Applications Manager's comprehensive [database monitoring solution](#) provides real-time insights into critical performance metrics. Applications Manager's automation capabilities made their IT automation process easier, while minimizing the need for manual intervention and saving them an estimated two hours per day by automating repetitive tasks. This also freed up IT resources for more strategic initiatives. The functionalities for simplified backups and restores ensured high availability to minimize downtime and safeguard critical claims data.



"Applications Manager has been instrumental in providing us with a centralized view of all our database instances, both production and non-production environments."

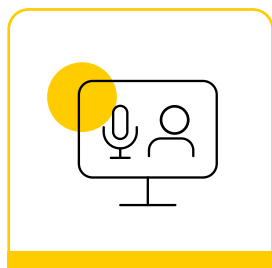
—Manoj Maddineni, database administrator at McLaren.

Critical business benefits

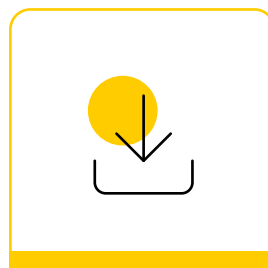
The implementation of Applications Manager has led to a significant increase in system uptime at McLarens. This translates to these key benefits:

- **Uninterrupted service for clients:** 24/7 availability ensures seamless claims processing for their global clientele, regardless of location or time zone. This directly improves client satisfaction and reinforces their reputation for reliability.
- **Reduced downtime risk:** The combination of real-time infrastructure monitoring and automated alerts significantly reduces the risk of major downtime. This translates to cost savings associated with downtime mitigation and allows their IT team to focus on initiatives that can further enhance client service.
- **Proactive database management:** Applications Manager monitors database growth trends, allowing McLarens to anticipate future storage needs. This approach prevents performance issues and ensures smooth claims processing for clients.
- **Reduced alert fatigue:** Applications Manager's intelligent alerting system reduces alert fatigue by filtering irrelevant notifications and leverages built-in root cause analysis to pinpoint the source of issues. This helps to prioritize and resolve genuine problems that could impact claims processing, resulting in improved operational efficiency.

By leveraging Applications Manager's comprehensive monitoring and automation capabilities, McLarens has achieved a demonstrably improved IT infrastructure. This has led to increased uptime, enhanced operational efficiency, and ultimately, a stronger competitive edge in the global claims management landscape.



[Request Demo](#)



[Download Free Trial](#)