

A vertical barcode is located in the top-left corner of the slide.

Overland Solutions Inc. Remote Field Worker Solution

David Robinson – CIO and SVP
Overland Solutions
For Adobe CEM – London May 2011

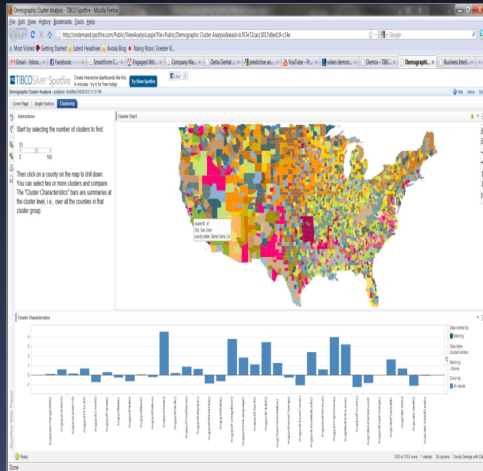
Overland Solution, Inc.

- Premier provider of premium audit, loss control, and inspection services to the Property & Casualty Insurance industry
- Over 1,000 employees
 - 75% are mobile and “occasionally connected”
 - An additional 1500 independent contractors 100% mobile
- Doing business in all 50 States
- 750,000 Work Orders / Year
- 85 years of history



Industry in Transition

Changing Markets



- Insurance carriers need to improve underwriting profit
- Improved decision making
 - Predictive Analytics
- Cut costs
 - Outsource inspections

Changing Workforce



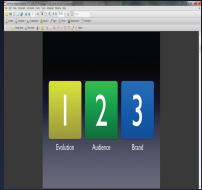
- Increased use of independent contractors
 - Reduce overhead
 - Staffing on demand
 - Location optimization
 - Expertise optimization

Changing Technology

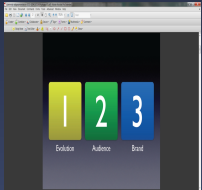


- Tablets - the future for our mobile workers
 - Lower costs
 - Increased portability (size/weight)
 - Many 3rd party applications
 - Multiple connectivity options

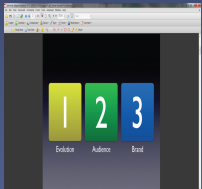
Transition = Opportunity



Differentiate on Data Quality and Consistency

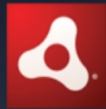
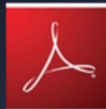


Differentiate on Service Customization



Differentiate on Field Worker Productivity

Solution - Aspen



Remote Field Worker Solution

■ Data Quality

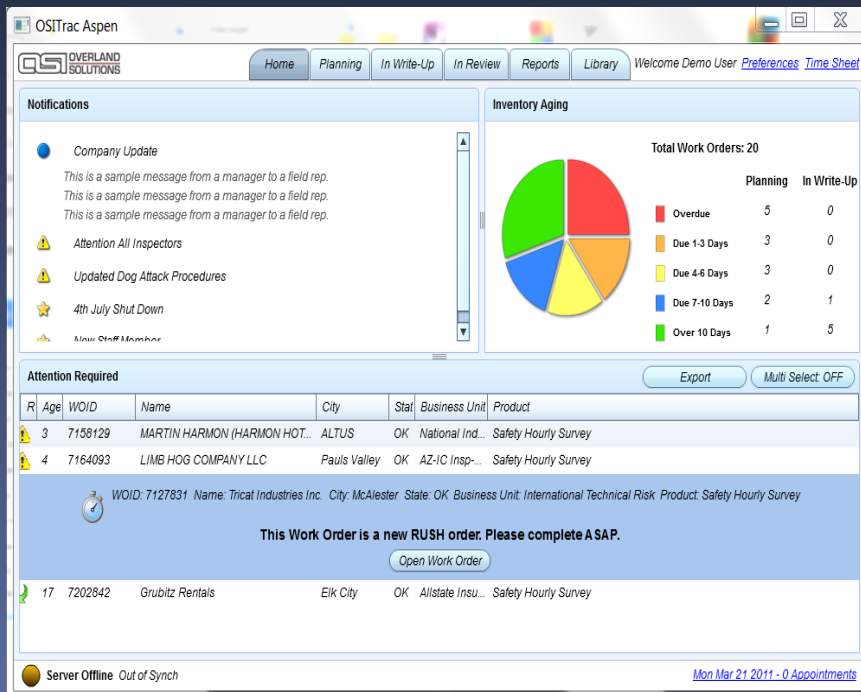
- Move intelligence to the mobile device
- Eliminate input errors, make recommendations

■ Service Customization

- SmartForm Composer's templates & style sheets
- Composer Data Dictionary

■ Field Worker Productivity

- Work order inventory management
- Site scheduling and routing
- Online and offline processing
- Integrated communications



The screenshot shows the OSITrac Aspen web application interface. At the top, there is a navigation bar with tabs for Home, Planning, In Write-Up, In Review, Reports, and Library. Below this, there are sections for Notifications, Inventory Aging, and Attention Required. The Inventory Aging section features a pie chart and a table showing the distribution of work orders by age. The Attention Required section contains a table of work orders with a highlighted row for a new RUSH order.

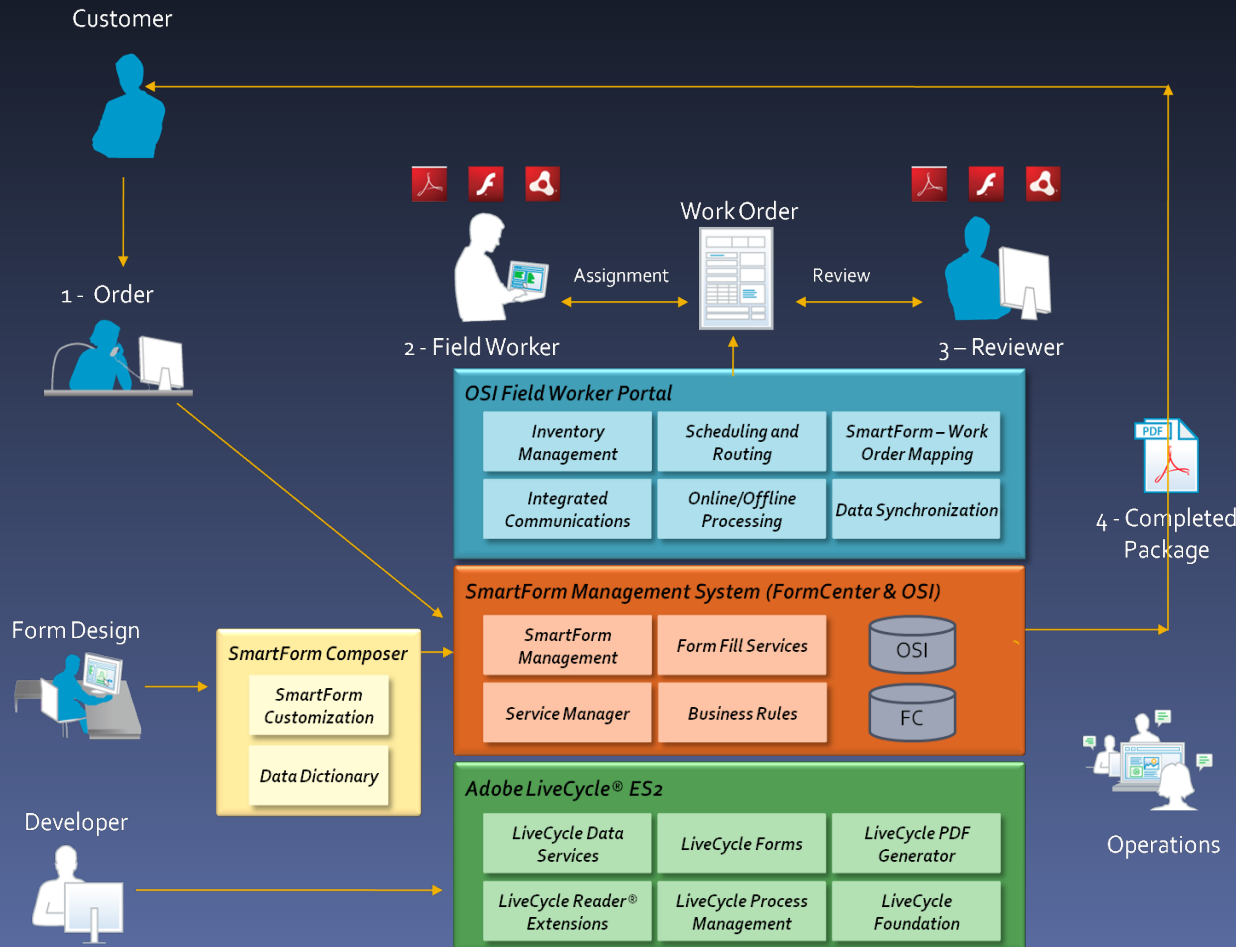
Age	Overdue	Due 1-3 Days	Due 4-6 Days	Due 7-10 Days	Over 10 Days	Planning	In Write-Up
Overdue	5	0	0	0	0	5	0
Due 1-3 Days	3	0	0	0	0	3	0
Due 4-6 Days	3	0	0	0	0	3	0
Due 7-10 Days	2	0	0	1	0	2	1
Over 10 Days	1	0	0	0	5	1	5

R	Age	WOID	Name	City	Stat	Business Unit	Product
3		7158129	MARTIN HARMON (HARMON HOT...	ALTUS	OK	National Ind...	Safety Hourly Survey
4		7164093	LIMB HOG COMPANY LLC	Pauls Valley	OK	AZ-IC Insp...	Safety Hourly Survey
WOID: 7127831 Name: Tricat Industries Inc. City: McAlester State: OK Business Unit: International Technical Risk Product: Safety Hourly Survey							
This Work Order is a new RUSH order. Please complete ASAP.							
Open Work Order							
17		7202842	Grubitz Rentals	Elk City	OK	Allstate Insu...	Safety Hourly Survey

Solution Overview

Process Flow

Products Used



Adobe Products

- Adobe LiveCycle® ES2
- Data Services
- Forms
- PDF Generator
- Process Management
- Reader® Extensions
- Output
- Adobe Flex
- Adobe Air®
- Adobe PDF

Benefits

1 Unique Competitive Advantage

- Unparalleled data quality and consistency
- Ability to quickly field customized services for clients
- Best tools to attract and retain the best independents

2 With Great ROI

- Reduced errors/rework
- Increased Field Worker productivity

Three Year Impact

SAVINGS

\$5.4M

ROI

126%

Why Adobe and Avoka

Adobe

- Best of breed forms infrastructure
- AIR offline/online capability and platform flexibility
- Recognized and trusted technology

Avoka

- Avoka's SmartForm Composer and FormCenter
- Avoka's experience & expertise was unmatched

DEMO

OSITrac Aspen

OVERLAND SOLUTIONS

Home Planning In Write-Up In Review Reports Library

Welcome Demo User [Preferences](#) [Time Sheet](#)

Notifications

- Company Update
- Attention All Inspectors
- Updated Dog Attack Procedures
- 4th July Shut Down
- New Staff Member

Inventory Aging

Total Work Orders: 20

	Planning	In Write-Up
Overdue	6	0
Due 1-3 Days	3	0
Due 4-6 Days	3	0
Due 7-10 Days	1	1
Over 10 Days	1	5

Attention Required

Export Multi Select: OFF

Reason	Age	WOID	Name	City	State	Business Unit	Product
Warning	3	7158129	MARTIN HARMON (HARMON HOTSHOT)	ALTUS	OK	National Indemnity...	Safety Hourly Survey
Warning	4	7164093	LIMB HOG COMPANY LLC	Pauls Valley	OK	AZ-IC Insp-Colony	Safety Hourly Survey
Info	9	7127831	Tricat Industries Inc.	McAlester	OK	International Techni...	Safety Hourly Survey
Info	6	7182968	WESTERN INDUSTRIAL CONTRACTING OF...	Wynnewood	OK	VA-IC Insp-Colony	Safety Hourly Survey
Info	17	7202842	Grubitz Rentals	Elk City	OK	Allstate Insurance...	Safety Hourly Survey

Server Offline Out of Sync

Mon May 16 2011 - 0 Appointments

Slide 9 of 9 "Avoka All Blue 102909" 90%

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