



PUSHLOOP™

Mobile Loss Adjustment for SCS Sofas



SCS Sofas is the trading name of A. Share & Sons Limited and has evolved from a general home furnishing store founded in 1894 to one of the UK's leading sofa and carpet specialists with nearly 100 stores now opened across the country.

The challenge

SCS has around 30 surveyors who respond to investigate any claims or problems reported by customers with purchases they have made anywhere across the UK.

Each complaint requires a visit to assess any damage reported and build the information collected into the SCS loss-adjustment process linked to any insurance claim.

The solution

To support the evidence gathering process, SCS Assessors now use PUSHLOOP Events' photo note function to record hi-resolution pictures of the sofas. These are then uploaded automatically via PUSHLOOP's data synchronisation feature with the SCS back-office systems.

PUSHLOOP includes a web-based admin console enabling users to log into the system, review and process the photos and reports, and progress the insurance claims.

“PUSHLOOP has helped us streamline our processes. When our assessors are at a customer's home they can file reports with images and text, saving time, cost and helping to resolve matters quickly.”

Martin Dale
Head of IT & Reporting
SCS Sofas



PUSHLOOP™

PUSHLOOP provides SCS with the following features which have had a significant positive impact on their business:

- Images are captured on the assessor's smartphone and shipped automatically to a structured database using the mobile phone network.
- The same application allows assessors to write report notes there and then, which are also automatically synchronized with the structured database
- Images and written text are automatically date & time stamped, referenced and geo-located

The customer experience

Before SCS implemented PUSHLOOP Events, each visit by an assessor to a customer (household or commercial) required four or five separate photos to be sent from the assessor's mobile phone in order to record and prove the damage that was being claimed. For example the damage could be due to wear and tear, accidental damage, flood damage, etc.

Following the visit the assessor would then need to prepare a report describing the damage and detailing the repairs required. This would then need to be married up with the photos manually, published and passed back to the customer.

With each of the SCS assessors undertaking around 8 visits per day across the UK it was apparent that the communications cost for the photos alone was huge.

There was also a significant management cost for assembling the photos into a structured reportable format that the assessor could access to write and record each report.

About Interchange

Interchange is an award-winning specialist in the design and implementation of cutting-edge technology solutions. It works with customers, research and technology partners to meet changing needs of organisations through the introduction of mission-critical software and hardware products. This blend of leading technology solutions, devoted managed services and consultancy helps our customers to thrive.

To find out more about PUSHLOOP or Interchange's mobile working solutions and support services contact us on

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The benefits

- PUSHLOOP Events has enabled significant improvements to the business process because reports are returned to the office more quickly for processing.
- The PUSHLOOP solution has also delivered savings in management and communications costs as well as reducing the timescale and effort required to create the finished report.

In fact SCS are so pleased with PUSHLOOP that they are now looking at ways it can be used by their fleet of delivery drivers.

What can PUSHLOOP Events do for your business?

Gathering the right information in the field can often require more than simple form filling.

PUSHLOOP Events enables offsite teams to fully and quickly document work and report back to the office using forms, photos, audio or video files. The app seamlessly integrates with back office systems to automatically pass structured field data from the job to existing corporate systems.

With PUSHLOOP offsite reports and data are organized and centrally available enabling office-based staff to make decisions and assist field workers quickly. Communication trails can be audited as each event is securely time stamped, marked with a GPS location and automatically synchronized.

PUSHLOOP – the app that gives offsite teams the integrated work flow support they need.



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