The Hi Marley Insurance Cloud

The Only Texting Platform for the Insurance Industry

"...built for insurance, which makes it easy to deploy – and honestly our people love it."

WEST BEND

DAVE ERTMER
SVP of Claims

Benefits of Hi Marley

- **Positively Transforms the Customer Experience**
  Average rating of 4.7 of 5 stars per claim

- **Improves Customer Retention**
  98% customer retention

- **Increases Handling Efficiency & Reduces Adjuster Stress**
  35% reduction in call and voicemail volume

- **Creates Desired Claims Outcomes**
  3 day reduction in cycle time

Platform Capabilities

Omni-Party Communications Hub
Use unified conversations with all parties in the insurance ecosystem. Communications span text, mobile apps, websites and more, and can be outbound to targeted individuals or groups and inbound from policyholders.

Insurance Workflows
Workflows are built for insurance users and message templates are available for every need. Scheduling ensures the right communication happens at the right time. And compliance tools cover opt-ins, transcripts and more.

Ecosystem Connectors
Connect with your partners to facilitate communications across organizational boundaries.

AI-Powered Enablers
Work smarter and faster with day-to-day coaching. The Hi Marley texting platform conducts sentiment analysis to understand how customers are feeling, translates messages so customers can communicate in the language of their choice and powers conversation bots for helpful, unattended customer interactions.

Insights & Benchmarks
Help managers monitor and assess performance to drive continuous organizational improvement. Real-time analysis provides insights on conversations. Dashboards track and report on key metrics, and industry benchmarks help carriers compare performances.

hi marley

To learn more or request a demo, visit **himarley.com**!

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