

# The Hi Marley Collaboration Hub

Create simple, unified conversations across the entire insurance ecosystem.



## Improving Insurance Communication Starts with Better Collaboration

Navigating the insurance industry's complexities requires collaboration both internally with your organization and externally with your customers and third-party service providers. With Hi Marley's extensive collaboration features, carriers reduce complexity, interaction cycle times and communication churn across claims and service workflows.

## Collaboration Hub Benefits



### Increased Employee Productivity

In-app direct messaging on cases drives teamwork, problem escalation and quicker resolution.



### Streamlined Communication and Optimized Workflows

Unified dialogue eliminates separate, disconnected conversations and improves cycle time.



### Network Connectedness

Replace disjointed ecosystem communication with a network of external service providers collaborating on Hi Marley in a secure, compliant manner.



### Delighted and Supported Customers

A single text thread for all parties to communicate on keeps customers informed and at ease every step of the way.

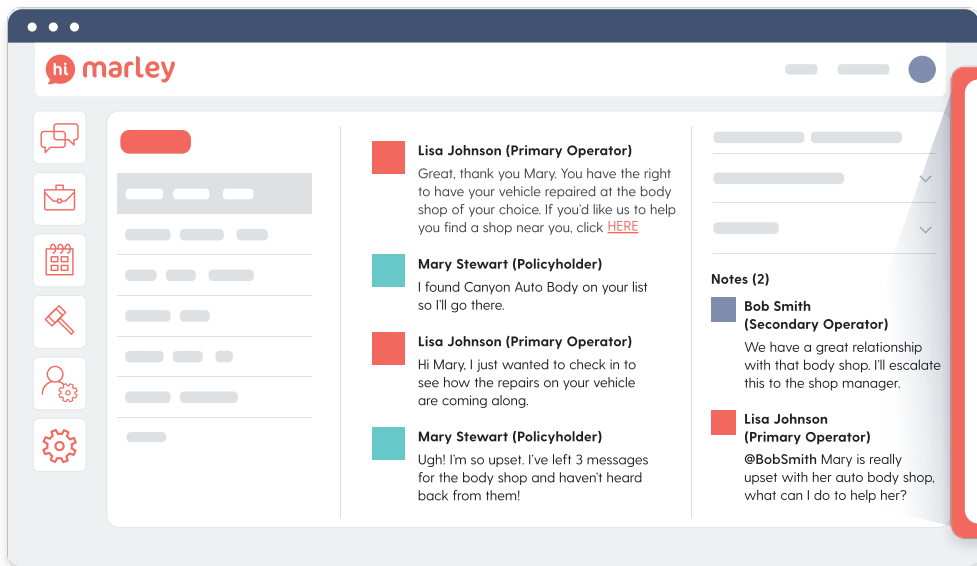
"Hi Marley makes the hand-off easier in the claims process. When the advisor is done with their initial contact, they can easily add others who touch the claim to the text chain and keep the conversation going. Everyone can collect photos and information they need, communicate about the estimate and repairs, provide updates and more."

### KRISTEN HAWKINS

Casualty Claims Adjuster, AFR

## Product Features

- **Multi-User Conversations:** Add and remove secondary operators to a case to communicate directly with the customer as needed.
- **Notes Tagging with Mentions and Replies:** Supervisors can collaborate with team members and provide real-time coaching.
- **User Notifications:** In-app alerts such as “@” mentions or case assignment notifications help highlight and prioritize operator actions.
- **User Roles and Group Assignments:** Keep individuals focused on their work while enforcing case permissions and privacy.
- **Multi-Party Texting:** Remove the need for separate conversations. Add a spouse, child, local body shop, contractor or other service provider to one SMS thread for streamlined collaboration.
- **Hi Marley Mobile App:** Enable users outside the office to securely collaborate with in-office staff and customers.
- **45+ APIs and Webhooks:** Enjoy communication and collaboration across organizational boundaries.
- **Pre-Built Integration Accelerators:** Enable collaborative Hi Marley functionality directly within a carrier’s core system of record.



The screenshot displays the Hi Marley interface with a sidebar on the left containing icons for messages, mail, calendar, search, and settings. The main content area shows a case with messages from Lisa Johnson (Primary Operator), Mary Stewart (Policyholder), and Bob Smith (Secondary Operator). A callout box on the right highlights the 'Notes (2)' section, which contains two notes: one from Bob Smith (Secondary Operator) stating 'We have a great relationship with that body shop. I'll escalate this to the shop manager.' and one from Lisa Johnson (Primary Operator) stating '@BobSmith Mary is really upset with her auto body shop, what can I do to help her?'.

*Notes capabilities allow multiple operators, supervisors, nurse case managers and even third parties to collaborate on cases. The functionality also enables problem escalation and faster service recoveries.*