VCA SOFTWARE

Case Study

Scaling Smart: How Synergy Adjusting Optimizes Claims Management with VCA

Claims Administration & Adjusting

Visit Our Website
www.vcasoftware.com

Synergy Adjusting

Provides experienced claims adjusters and third-party administrators to Lloyd’s of London

For over a decade, Synergy Adjusting has been a trusted leader in claims administration and adjusting services, specializing in delegated authority programs and complex claims management. Working closely with insurers, MGAs, and reinsurers, Synergy delivers tailored solutions that ensure claims are processed efficiently and in compliance with industry regulations.

As the insurance landscape evolves, Synergy remains committed to scalability, operational efficiency, and seamless collaboration—but growth brings complexity. To stay ahead, the company needed a claims management approach that could support its expanding business without sacrificing accuracy or speed.

The Challenge: Scaling Without Losing Efficiency

As Synergy expanded, managing increasing claims volume while maintaining seamless coordination across teams, vendors, and clients became more difficult. Disjointed systems and manual processes slowed down workflows, introduced errors and inefficiencies, and made real-time visibility into claims progress challenging.

To sustain its growth and uphold its reputation for excellence, Synergy needed an integrated solution that could:

Eliminate silos and improve interoperability

Coordinating across legacy tools and vendor systems was creating friction. VCA's API-first design replaced silos with real-time connectivity—so data could move freely across carriers, MGAs, and reinsurers. The result: a claims ecosystem that scales with Synergy's business, not against it.

Enhance visibility and build stakeholder trust

Clients expected more transparency—but manual updates slowed everything down. VCA's role-based portals gave insurers and MGAs secure, self-serve access to claims, documents, and communications, reducing status check-ins and freeing Synergy's adjusters to focus on resolution, not reporting.

Automate processes where it mattered most

Manual processes were slowing Synergy down. VCA automated the workflows that used to eat up time—from reserve and payment tasks to compliance reporting—reducing errors and unlocking capacity for more strategic work.

Making growth feel like **momentum** and not like a *burden*

The biggest challenge wasn't managing claims—it was creating a connected ecosystem that allowed us to collaborate with the right vendors, at the right time, in the right way.

With VCA, we were able to scale confidently—handling more claims, supporting more programs, and adapting to complex reporting needs without sacrificing speed, accuracy, or control.

Workflows aligned with the way our team actually operates, making growth feel like momentum, not burden.

Without that level of connectivity, scaling efficiently would have been impossible.

Les White
Vice President of Operations & Innovation
Synergy Adjusting

The Solution

A Seamless, API-Driven Platform

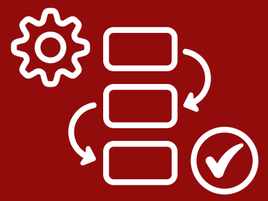
Instead of a complete system overhaul, Synergy turned to VCA Software as an essential component of its broader technology ecosystem. VCA's API-first approach seamlessly integrated with Synergy's existing tech stack, eliminating inefficiencies while improving collaboration and automation. This allowed Synergy to remain flexible and vendor-agnostic, ensuring the best possible claims experience for clients.

"VCA Software didn't just provide a platform—they became a strategic partner. Their ability to listen, customize, and adapt to our complex workflows has been instrumental in our success."

—Les White, VP of Operations & Innovation

Seamless System Connectivity

Automated Financial & Claims Processes



Customizable and Efficient Workflows

Role-Based Portals for Transparency

How Synergy Adjusting Achieved Results

VCA's flexible platform adapted to Synergy's growth without requiring costly infrastructure changes, making their solutions scalable and future-proof.

- **Seamless System Connectivity** – VCA's API enabled Synergy to connect internal tools with external partners, facilitating real-time data exchange and system interoperability.
- **Automated Financial & Claims Processes** – Payments, reserves, and reporting were streamlined, reducing errors and freeing up resources for higher-value tasks.
- **Role-Based Portals for Transparency** – A user-friendly client portal provided controlled access, allowing insurers, reinsurers, and MGAs to monitor claims progress in real-time.
- **Customizable Workflows** – Tailored workflows supported delegated authority models and multi-carrier claims, ensuring compliance with Lloyd's contracts.

From Manual to Masterful

By incorporating VCA Software into its ecosystem, Synergy achieved significant operational improvements:

Reduced Manual Processing Time

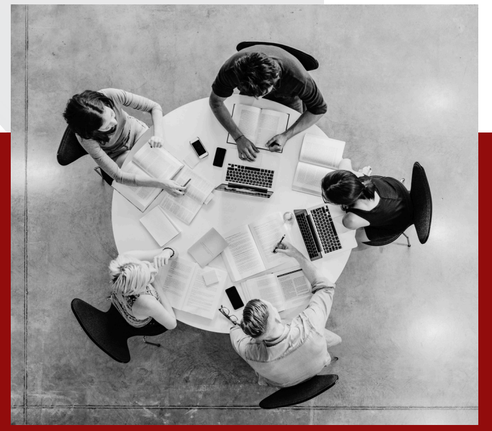
Automation eliminated time-consuming, error-prone manual workflows.

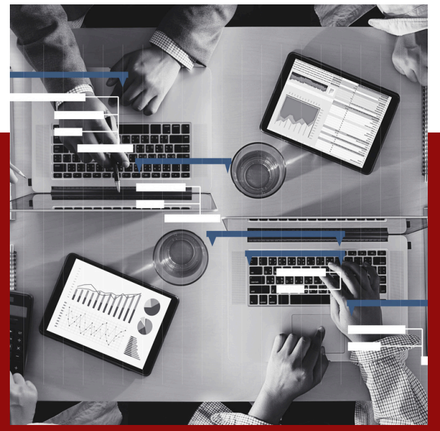
Improved Vendor Integration

VCA's API allowed Synergy to connect with multiple technology providers, streamlining data flows and reducing duplication of efforts.

Enhanced Compliance & Lloyd's Reporting

Advanced reporting capabilities ensured regulatory adherence and operational transparency.





50%

Reduction

Real-time insights empowered Synergy to reduce reporting time by 50%, enabling more informed decision-making.

A Smarter, More Collaborative Approach

VCA Software enabled Synergy Adjusting to seamlessly collaborate with a variety of vendor partners, ensuring optimal claims processing while maintaining control over its technology ecosystem. Instead of forcing a one-size-fits-all system, VCA's integration capabilities allowed Synergy to choose the best-fit solutions for each client's needs.

> ***We're not the only game in town—we work with a wide range of vendor partners to provide a seamless claims experience. VCA's integration capabilities unify these efforts, ensuring a streamlined process that benefits our clients and their policyholders.***
>
> —Les White, VP of Operations & Innovation

Differentiating from competitors

Synergy Adjusting specializes in claims administration and adjusting services, with a focus on delegated authority programs and complex claims management.

Focusing on innovation and creativity

With over a decade of innovation and operational excellence, Synergy partners with insurers, MGAs, and reinsurers to deliver tailored solutions that simplify workflows, enhance visibility, and improve collaboration.

Why Synergy Chose VCA Software

Three Key Strengths

Connectivity

VCA didn’t just provide software—they provided the connective infrastructure to bring our entire claims ecosystem together.

Customization

Their ability to adapt the platform to our unique needs is unmatched. They solved problems most vendors don’t even understand.

Partnership

VCA’s team listens. They don’t just sell software—they actively help us succeed.

A Partnership Worth Celebrating

After years of collaboration, Synergy recently renewed its partnership with VCA Software for another 5 years!

We're just scratching the surface of what's possible with VCA. Their flexibility and commitment to innovation ensure we're ready for whatever challenges come next.

—Les White
VP of Operations & Innovation

What's Next for Synergy Adjusting:

Enhanced Portal Access
More customization and transparency for stakeholders.

Advanced Analytics & AI Insights
Smarter tools for decision-making and performance tracking.

Ongoing Ecosystem Expansion
Deeper integrations with partners and tools across the claims landscape.

About VCA Software

VCA Software is a purpose-built claims management platform that helps insurance providers streamline operations, improve accuracy, and deliver a better experience for everyone involved—from carriers to claimants.

Where other systems are feature-heavy but workflow-blind, VCA is different. We understand that no two claims organizations operate the same way, which is why our platform is designed to flex around your business—not the other way around. Whether you're handling high-volume CAT events, managing complex Lloyd's programs, or running TPA operations across diverse client portfolios, VCA adapts to your real-world processes.

Leading the Lloyd's Market: Vanguard's Journey with VCA

How PIB Transformed from a Regional Adjuster to a Leading TPA

Data Bridge: Your Gateway to Smarter, Faster Data

VCA SOFTWARE

Ready to Scale Your Claims Operations with Confidence?

Reach out, we'll show you how!

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