



Independent Adjusters Inc

Mini Case Study

Mary Patton-Morris
Independent Adjusters, Inc.
502-839-6001 (office)
502-839-0806 (fax)
mary@iainc.com





Company Profile

Independent Adjusters Inc. is a boutique claims adjusting firm focused solely on livestock and animal-related insurance claims. They serve insurance carriers directly and have developed deep expertise in managing complex, medically-driven animal claims.

Overview

- Client Since: 2009
- VCA Setup: Custom build
- Business Criticality: Essential for daily operations

Business Goals

- Process claims faster and more effectively
- Improve turnaround time for claim settlement
- Continue to grow claim volume year over year

Key Features

- Claim intake & coverage tracking
- File notes and attachments
- Custom “Livestock” tab
- Agent/broker self-service portal
- Templates for standard correspondence

Primary Contact

Mary Patton-Morris
Co-Founder

Location

Lawrenceburg, Kentucky

Website

No public website

Operates

Via carrier relationships

Industry

Specialty Claims Adjusting
Animal Insurance

Company Size

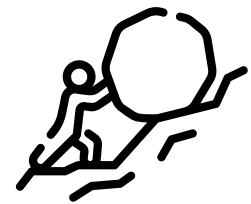
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Case Study

Insurance Adjusters Inc

Specialty Claims – Animal Insurance
Mary Patton-Morris, Co-Founder

Client Since: 2009
Location: Lawrenceburg, KY



The Challenge

Independent Adjusters Inc. specializes in animal-related insurance claims—horses, camels, livestock—and operates in a niche few systems are built to support. Before VCA, Mary and her team were stuck in manual processes and constant interruptions:

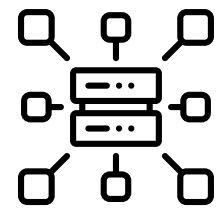
- A third of their day was spent giving claim status updates to brokers and agents
- Reports were created by dictation, then scanned and saved manually
- Data lived across spreadsheets, Word docs, and file servers
- Their prior tool, FileMaker, couldn't centralize claims or provide broker/agent visibility

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The Solution

In 2009, Mary discovered VCA through a cold email. She was looking for a better way to manage workflows and reduce admin noise—and found it in a platform she could tailor to her unique business.

Key benefits realized:

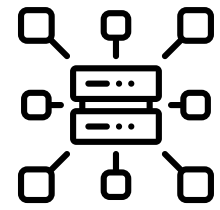
- Self-service access for brokers/agents dramatically reduced inbound requests
- Centralized claims system for intake, file notes, attachments, and coverage details
- Easy access for team members from anywhere—home, office, even vacation
- Longstanding stability with minimal downtime and responsive support

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The Outcome

VCA became the centralized system for Independent Adjusters Inc.'s claim intake, coverage tracking, attachments, and internal notes. Since adopting VCA, Independent Adjusters Inc. has significantly improved claim processing speed, broker/agent communication, and operational efficiency.

Claim Volume Growth:

From 1,100 claims to 1,854+ in one year

Time Saved:

Eliminated a third of their day previously spent on broker/agent status calls

“Our job would be awful without VCA. All of our information is on one place. I can work from home, vacation, or bed—and so can our agents and brokers.” — Mary Patton-Morris, Co-Founder



If It Works for Horses and Camels...

Imagine what VCA could do for your team

Whether you're managing CAT claims, daily property losses, or a specialized book of business, VCA adapts to your workflows—not the other way around.

Let's Talk!

See how we can help streamline your process, reduce manual work, and give your adjusters time back.



Phone

+416-706-2312



Email

info@vcasoftware.com

