

CRAWFORD & COMPANY CASE STUDY

Company:

Crawford & Company

Service:

Asbestos Removal and
Surveys

Company Nature:

Claims management
solutions to the risk
management and insurance
industry



Crawford & Company is the world's largest independent provider of claims management solutions to the risk management and insurance industry.

Our Approach:

Rilmac Insulation Ltd was awarded a framework agreement from Crawford & Company to undertake asbestos removal & surveys in domestic properties insured by major insurance companies throughout the East & West Midlands.

Due to the time bound nature of this work, Rilmac provided a dedicated telephone line for these calls. Rilmac also developed a bespoke Management Portal to track each stage of the work and alert key action dates to ensure all targets are achieved.

All work is managed via the internet with Rilmac updating the clients individual web based systems.

Customer Benefits:

The use of the Rilmac dedicated telephone line and Management Portal enable the client to receive a fully efficient and professional service with an outstanding record of achieving on time targets.

Rilmac Asbestos Services

Crofton Drive, Allenby Road
Industrial Estate, Lincoln,
Lincolnshire LN3 4NJ

B.W. House, 1 Lea Road,
Waltham Abbey, EN9 1AS

Heritage Exchange,
Wellington Mills,
Plover Road, Lindley,
Huddersfield, HD3 3HR

T: +44 (0)800 612 9002
E: enquiries@rilmac.co.uk
W: rilmac.co.uk/asbestos

[in /company/rilmac-group](https://www.linkedin.com/company/rilmac-group)

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