

# Altieri Transco American Claims

"Anchor's file syncing enables our firm to be more agile, so that we can focus on helping our clients get the best settlements and their lives back in order."

Frank M. Altieri, General Manager at Altieri Transco American Claims Corporation

## Business Challenges

Central file server that was inaccessible outside of the office

Cumbersome methods of transferring files using email and USB drives, resulting in poor version control

Reliance on other employees for access to important files when working remotely

## Results

A cloud-enabled file server which allows employees to access files from any location, using any device

A business-grade file sync solution that syncs in real time, providing employees with anytime-access to the most up-to-date versions of files

Saved time and hassle thanks to anytime, anywhere file access

*Altieri Transco American Claims is a public insurance adjuster for the State of Florida, committed to helping clients receive the fairest insurance settlements after their homes or businesses have been damaged or destroyed by fires, floods, or natural disasters. Today, Altieri Transco uses eFolder Anchor to increase productivity and empower mobility for employees.*



*Frank M. Altieri, General Manager, at Altieri Transco American Claims*

Clients can count on Altieri Transco during the tedious insurance claims process.

"It's enough to have gone through a disaster – you shouldn't have to worry about your claim," says Frank M. Altieri, General Manager of Altieri Transco American Claims.

Founded in 1988, Altieri's father, Ray Altieri Jr., brought his experience from working as a claims adjuster for private insurance companies. That experience helped the company become the mature business that it is today.

"We may be a small family firm, but we handle everything from small claims to multimillion dollar commercial loss claims," explains Altieri. "We remove the burden of claims preparation and adjustment."

With 10 employees, most of whom are family members, Altieri Transco has always relied on a traditional file server to store company files. For years, whenever employees had to meet with clients at their office, the employee would have transfer claim documents and photos prior to the meeting using email or USB drives.

"We couldn't access the file server from outside of the office," explained Altieri. "The problem was that if we ever needed a file from the server during a meeting, but nobody was in the office to send it via email, then we would have to reschedule the meeting."

Worse yet, if an employee had forgotten to transfer revised documents back to the file server, other team members would not have access to the latest version of files.

Things came to a head in 2013, when Altieri decided to set up a home office, so that he can spend more time with his children whenever needed; the file server was virtually inaccessible.

"The pain became very real when I started working remotely more often than ever," says Altieri.

Altieri consulted with Lair Services, the firm's IT service provider, to find a solution. Lair Services suggested that Altieri Transco use eFolder Anchor, a business-grade file sync solution, and wasted no time in deploying the solution.

Lair Services used Anchor's flagship feature, File Server Enablement, to sync files and folders on the file server to the cloud. Once Altieri Transco's file server was cloud-enabled, Altieri and his team were able to access documents from the file server from any location, using any device.

The entire firm can now easily access claim documents and photos from Team Share folders in Anchor using any one of Anchor's desktop agent, web portal, or mobile application when meeting clients off-site. Since documents that have been revised and saved will automatically sync from Team Share folders back to the file server in real time, employees no longer have to worry about version-control issues.

Altieri Transco's entire firm has benefited by having to spend less time transferring files to and from the file server while gaining universal access to documents.



*Altieri Transco is dedicated to ensuring clients receive the best insurance settlements after their homes and businesses have been damaged by fire, flood, or natural disasters.*

"Anchor's file syncing enables our firm to be more agile, so that we can focus on helping our clients get the best settlements and their lives back in order."



#### Corporate Headquarters

2340 Perimeter Park Drive, Suite 100, Atlanta, GA 30341 ■ 800-352-0248 ■ 678-888-0700  
www.efolder.net ■ info@efolder.net

©2015 eFolder, Inc. All rights reserved. eFolder™ is a trademark of eFolder, Inc. 10/15 EF 461