

# Bear River Mutual Insurance Uses IMGING for Comprehensive Documentation

## Challenges Faced

- Significant issues with roof claims requiring dangerous inspections due to roof height, pitch, and adverse weather near the Rocky Mountains.
- Traditional methods were risky and costly, involving specialists with tall ladders and safety gear.

Troy Jensen  
Director of Property  
and ADP Claims



Bear River Mutual Insurance faced significant challenges with roof claims, necessitating inspections on roofs that were often dangerous due to their height and pitch, these risks are further exacerbated due to adverse weather conditions near the Rocky Mountains. The traditional method, which involved hiring specialists equipped with tall ladders and safety gear, was both risky to the inspectors and costly to Bear River Mutual. After one such third-party inspector completed their contracted job with a drone, Bear River Mutual thought about outfitting their internal team with a similar approach.

Under the guidance of Troy Jensen, Director of Property and ADP Claims, Bear River Mutual set out to research innovative drone solutions, eventually leading to the adoption of Loveland Innovations' IMGING platform. This platform combines drone technology with advanced software and AI to revolutionize claims data capture. Selecting a solution was focused on the criteria of safety and comprehensive documentation and aided by Loveland Innovations' founder's previous role as President/CEO of industry-leading estimating technology firm Xactware.

## Why They Chose IMGING

**1**

Combination  
of Drone Tech  
and AI

**2**

Emphasized safety  
and comprehensive  
documentation

BEAR RIVER  
EST. 1909  
MUTUAL

# Problems Solved

- 1 Enhanced safety through inspections of steep and high roofs from the ground.
- 2 High-quality, comprehensive property images improved claim report accuracy and homeowner trust.
- 3 Full roof documentation gathered in minutes for thorough analysis.
- 4 Reduced dependency on and expense of external Independent Appraisals.
- 5 Improved safety and efficiency in property claims management.
- 6 Enhanced data documentation and customer interaction.
- 7 Established Bear River Mutual as a leader in leveraging technology for operational and client service benefits.



## Their Return on Investment

The adoption of IMGING drastically improved operational safety, allowing claims representatives to conduct roof inspections quickly and safely from the ground. IMGING provides high-quality, comprehensive property images, improving claim report accuracy and homeowner trust by enabling on-site review of photos. Gathering full roof documentation in minutes is key for a full analysis of the condition of the roof. Additionally, the shift to in-house drone operations significantly cut down on the dependency and expense associated with external Independent Appraisals.

Bear River Mutual Insurance's integration of the IMGING drone technology marked a transformative step in their property claims management. It not only addressed the initial safety and efficiency concerns but also set a new standard for data documentation and customer interaction for Bear River Mutual and their policyholders. The enhancement of the claims process has positioned Bear River Mutual as a forward-thinking leader in leveraging technology to benefit their operations and client service.

Want to see IMGING in action? Get a custom demo.

**(385) 498-0800**

**[sales@lovelandinnovations.com](mailto:sales@lovelandinnovations.com)**

**[lovelandinnovations.com/demo](https://lovelandinnovations.com/demo)**

