DEKRA Claims Services

mQuest a product of cluetec

Claim adjuster in the field service

Mobile, offline and integrated

Claim adjusters from DEKRA Claims Services GmbH use the mobile, offline Survey app mQuest® on their tablets in their everyday work. With this software protocols and photographs can be created right at the jobsite, using centrally and specifically created forms. These are designed and adjusted comfortably via a graphic user interface and are then transmitted to the mobile devices.

mQuest® is native to iOS and Android. This results in a maximum in performance and flexibility regarding the hardware. Because of the multitude of claim adjustments and the variety of devices, this is a crucial advantage. The fact that mQuest® is seamlessly integrated into the DEKRA Claims Software DSN (DEKRA Service Netz) – for example to assign orders to the claim adjusters – additionally improves the workday of employees in the field service.

Deployed product: **mQuest®**

Up to 150 claim adjuster

Photographs, including tags

Project start: March 2009

Daily upload of the data via W-Lan and mobile data

Automated creation of PDFs, including attached fotographs

Services

Survey implementation

Premium support

Integration in DSN

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Thanks to mQuest, our experts can capture all relevant data and photographs, that are relevant for the regulation, right at the jobsite and without internet connection.

Martin Doster,
Functional Head at DEKRA

Further information at
dcs.dekra-services.de

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www.mQuest.eu