



Modernizing Claims Systems

Updating interfaces to improve employee efficiency with [Rocket® Modern Experience](#)



Safety Insurance provides property and casualty insurance products across Massachusetts, New Hampshire, and Maine to both personal and commercial clients.

“ New employees have reduced training time by over a week and claims adjusters continue to provide positive feedback about the system. Everything is so organized you don’t have to hunt to find the information you need. Instead of having to use function keys, you just double click.”

Chris Smith, Information Technology Director, **Safety Insurance**

CHALLENGE

Overcoming system complexity

Existing core systems were powerful **but hard to use, creating bottlenecks and making it difficult to train new staff efficiently on critical workflows.**

Productivity suffered, and operations became less agile.

- **Outdated user interfaces**
Green screens were hard to navigate.
- **Slow information access**
Retrieval delays hurt productivity.
- **Steep learning curve**
New hires struggled with the system.

SOLUTION

Transforming with Rocket® Modern Experience

01 User-friendly interfaces

Converted green screens to modern web and mobile formats.

02 Automated workflows

Rocket® API automated manual processes to save time.

03 Seamless integration

Connected third-party data directly into the workflow.

04 Non-disruptive deployment

Implemented changes without halting production.

RESULTS

Faster claims and better retention

Training time reduced

New hires get up to speed a week faster.

Research time cut by 75%

Accessing data is significantly faster.

800 screens modernized

Converted interfaces improve usability.