

Unite™ Conversational Network

Intelligent Network Coordination Across the P&C Ecosystem



Unite turns one-off conversations into **coordinated workflows**, with every party operating in the same trusted thread.



Lovable Insurance

Mary Hill | Lovable: Hi Jane, this is Mary, your adjuster. You can always call or text me here.

Inspection | Hi Jane, can you use the following tool to take photos of your car? <https://inspectiontool>

Done

Rental | Hi Jane, Here's your rental car information:
Confirmation Number: 87435638
Phone Number: 1-800-555-1212

I have the rental car.

Salvage | Hi Jane, just a reminder that we're waiting for you to remove your personal items from your vehicle so we can move your claim forward.

I was able to pick them up.

Network Coordination Challenges

The P&C claims ecosystem runs on dozens of providers and disconnected systems. Carriers, service providers, and policyholders coordinate through fragmented communication channels such as emails, portals, and phone calls that slow handoffs, duplicate work, and leave customers waiting. Information sits stranded in one platform while the next party in the workflow chases it down. This results in longer cycle times, higher operational costs, and a customer experience that feels disjointed at every handoff.

The Hi Marley Conversational Network Impact

Unite extends Hi Marley's trusted communication thread across the broader P&C ecosystem by connecting all stakeholders in a single coordinated conversation. Automations enable intelligent actions across the network, so the right party gets the right information at the right time, without manual handoffs or context-switching.

With a coordinated network at play, Unite turns Hi Marley from a carrier communication platform into the communication fabric for the industry: purpose-built to integrate seamlessly with the broader ecosystem of providers and tools carriers already use.



Coordinate the Network, Accelerate the Conversation

Carriers using Unite gain network-wide visibility and automation across solution provider workflows that reduce cycle time, lower operational costs, and lift policyholder NPS. And as Hi Marley adds more partners to Unite, the benefits only multiply.

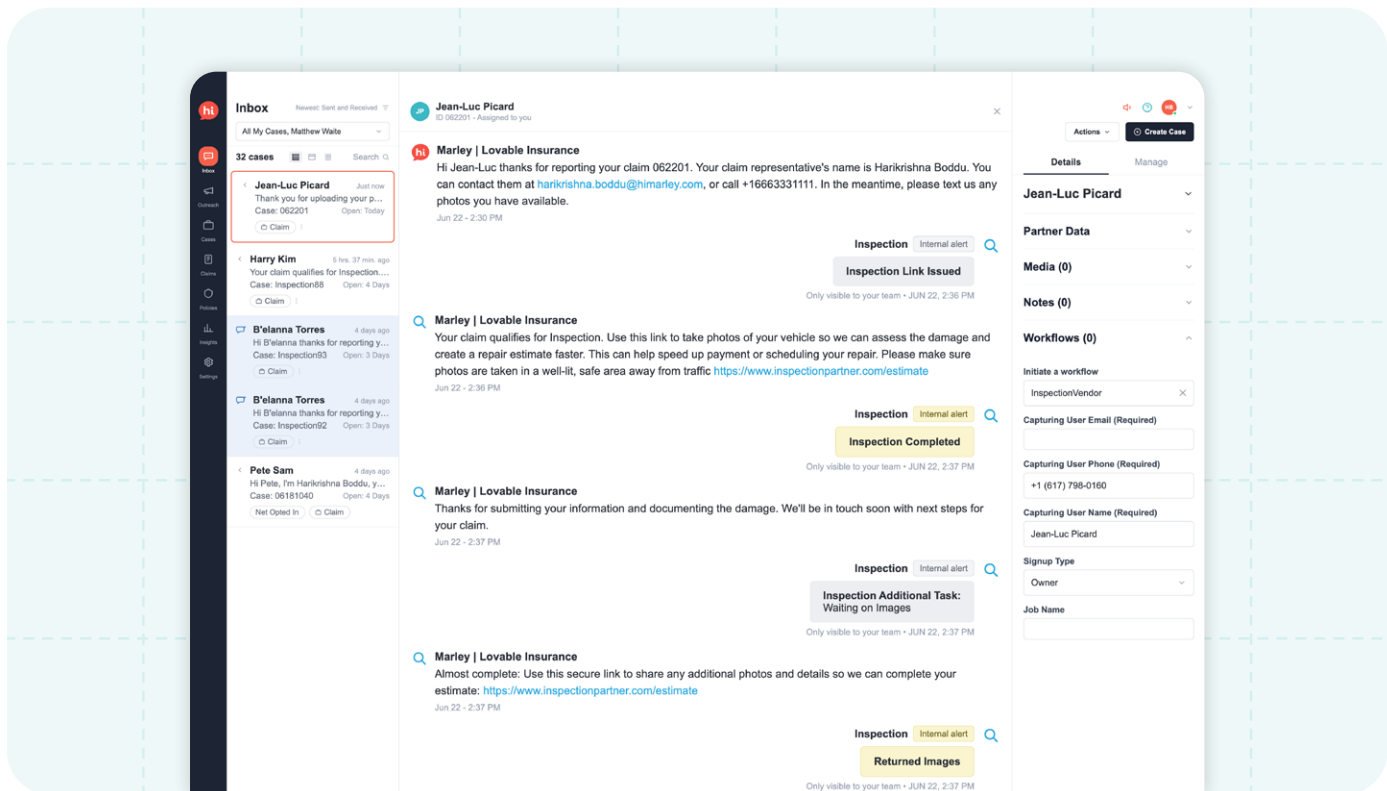
How It Works

Unite extends Hi Marley's communication thread across partner integrations and ecosystem touchpoints, with intelligent automation handling routine coordination. By reacting to defined provider events, Unite delivers real-time notifications to adjusters and personalized messages to policyholders for events such as partner task started and completed (e.g. inspection, restoration), appointment scheduling, rescheduling, and reminders localized by the customer's time zone.

Carriers retain complete control over which partner events trigger adjuster alerts and which trigger policyholder messages, all in their brand and voice. Service providers collaborating in their own systems can also trigger policyholder messages and receive updates back in their workflow.

A Glimpse Into Unite: Network Coordination View

When a Hi Marley case matches a partner's assignment, a Hi Marley data tray displays the relevant partner and policyholder information. All relevant context and partner messages are visible directly within the active Hi Marley conversation thread, so adjusters get the full picture without switching systems.



Learn more and request a demo!

Visit himarley.com