Master**Piece**

For floor coverings insurance validation & replacement: In home, at retail store & at insurance centre

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Master**Piece** is a system designed for floor coverings retailers and insurance validation companies who act for insurance companies in assessing liability and providing insurance replacement services. Unlike systems which address just the office based operation, MasterPiece supports the whole operation including measuring, planning and estimation in the customer's home. MasterPiece assists the workflow as responsibility passes between the various parties involved. It also provides the associated communications. With MasterPiece the whole operation can become electronic: no paper, faxes or filing cabinets need be involved at any point.

The system is flexible in the way it can be used, according to the requirements of the end user organisation. MasterPiece may be used:

- **On a hand held tablet in the customer's home during the 'inspection' visit**. MasterPiece enables the inspector to rapidly draw and dimension rooms and collect all the additional data required to support planning, costing and the data required for the inspection report. The inspector can proceed to produce a plan that minimises wastage, define accessories and cost the job. The first estimate created is always the 'like for like' estimate which determines the insurer's liability. Subsequent 'upgrade estimates' can be created. The user is guided through data collection for the inspection report as the planning and estimating proceeds. The organisation's costing rules (min charges, HSL charges etc) are embedded to ensure costing consistency among all inspectors. Photo evidence can be collected and associated to the various rooms in the job. An on-screen signature can be obtained, or a printed estimate given to the customer.
After the visit the job is typically networked to the store and/or central system.
The system is designed for someone who doesn't regularly use computers to grasp and use effectively.

- **At a central administration office and/or call centre**. In this capacity MasterPiece runs in a client server environment using an SQL server database. Instructions, for instance from insurance companies, are typically imported from the main insurance centre system. The job is made available to the inspector who will do the visit to assess liability, working on a tablet PC. Information can also be made available to the store which will be responsible for fitting the insurance replacement. When the visit has been done, the complete job (plans, costs and inspection data) is networked back from the tablet PC to the central insurance office. MasterPiece can create an inspection report which can be made available to the insurance company.

- **At the retail store at the sales desk and in back office.** On completion of inspector's visit, the sales person can be provided a copy of the job on screen, including the estimate(s) issued and whether customer has accepted. When customer visits the store to select a replacement material, the sales person has the job on screen and can immediately make a revision and designate acceptance.
MasterPiece acts as the electronic filing cabinet for jobs in progress, containing plans, estimates and showing job progress status. MasterPiece replaces the physical filing cabinets which are traditionally central to a store's operation.
When the fitting time arrives, fitting instructions and plans are printed from MasterPiece for the fitter: this is an administrative activity and does not require the inspector to be present. Plans no longer go astray and if there is any question over liability for mistakes the original data is always available.
In configurations where the retailer does not have MasterPiece installed, the retailer can receive high quality plans as PDFs from the insurance centre, so the consumer does not need to suffer a second visit to measure.