aclaimant®

RIVERSTONE COMMUNITIES

Riverstone Communities, owner and operator of over sixty manufactured housing communities across the United States, has partnered with Aclaimant since 2018 to streamline and enhance their incident and safety management. Introduced by their broker, Riverstone recognized the potential of Aclaimant's technology, even as our initial focus was on staffing firms. Aclaimant shared that vision, recognizing the opportunity within the real estate sector.

50% DECREASE IN LAG TIME

Prioritizing Health and Safety

Riverstone prioritizes the health, safety, and well-being of their employees, contractors, and tenants. Managing a large portfolio of properties, however, presented logistical challenges with decentralized incident and safety management. Riverstone saw this as an opportunity for improvement and partnered with Aclaimant to centralize their reporting, triage, and documentation processes, with the ultimate goal of reducing incident and claim costs.

Previously, Riverstone relied on a combination of proprietary PDF incident and safety reports and standard carrier claim submission documents. Through a collaborative discovery process, Aclaimant worked closely with Riverstone to digitize and standardize these existing forms, eliminating redundant data entry and ensuring consistency across all properties. This streamlined approach captures critical data points throughout the incident lifecycle, generating insightful, presentation-ready analytics for use in monthly, quarterly, and annual meetings. This proactive approach to incident management has helped Riverstone reduce and eliminate bottlenecks, particularly important given the sensitive nature of many incident details.

Specifically, Riverstone has reduced their average claim cost since centralizing their incident and claim management processes in Aclaimant. In large part the reduction is the result of a **50% improvement in their lag time and 97.1% task completion rate which is a measure of their efficiency in their internal processes.** Additionally, Riverstone has reached and exceeded their incident reduction goal and are now focused on identifying root causes, controllable vs uncontrollable incidents and accountability.

This partnership has been mutually beneficial. As an early adopter, Riverstone has provided invaluable feedback, contributing product feature requests and identifying opportunities for future expansion, which has helped Aclaimant continually improve its platform. We are proud to be a part of Riverstone's ongoing commitment to safety and operational excellence.