

Aon Property Risk Consulting Leverages Technology for Hurricane Response

Hurricanes Harvey, Irma and Maria battered Texas, Florida and the Caribbean respectively, causing catastrophic property loss for many organizations with operations in these areas. Aon's Property Risk Consulting, an industry leader in property risk control, claims management and disaster response, has recently integrated new, advanced technologies and tools into their repertoire of services to assist clients who have sustained a storm (wind, flood) loss.

Aon recently used drones to capture photographs of damage to client facilities stricken by wind and rain damage in Florida, and flooding in Texas. Our Rapid Response team took advantage of the aerial images from the drones to promptly inform clients of the status of their facilities.

Aon also recently introduced SnapRISK®, a mobile app designed to support both pre-loss property risk control surveys, as well as post-loss claim support. Aon Rapid Response claims representatives actively used the SnapRISK® app to capture loss details at hundreds of locations, and were able to quickly send reports to risk and claim managers. Aon claims reps also use thermal imaging cameras, attached to their mobile devices, to identify water damage in walls/flooring, that otherwise would not have been detected using traditional means. Together, these tools enable us to support clients by helping them understand their losses, expedite recovery, and drive resilience.

SnapRISK® Damage Assessment Reports:

- Mobile app used to quickly and efficiently capture the details of losses.
- Once on site, information and pictures are quickly gathered and assembled in a concise report that can be shared with your clients and insurers immediately; informing clients with critical operational data, and moving the claim process forward on a timelier basis.
- Using mobile devices to their full extent with tools such as an infrared camera that can be plugged into a smart phone.



Screenshots taken from the SnapRISK® mobile app showing images of loss from an thermal imaging photo.

We're here to empower results

Contact an Aon expert for more information on how we can help you improve your property program.

Mike Panfil
Managing Director
Property Risk Control
Aon Global Risk Consulting
1.312.381.3970
mike.panfil@aon.com

Peter Jagger
Managing Director
Claims Preparation,
Advocacy & Valuations
1.214.989.2623
peter.jagger@aon.com

Drones, Aircraft and Satellite Imagery



The image above shows damage from a collapsed roof at a warehouse in Florida. The damage was caused from heavy rains resulting from Hurricane Irma. The photo, and many others around the property, was taken via drone.

- Use of quadcopters to gather site specific damage details, including roof condition, which is difficult to assess from ground level. Roof inspections include visual and thermal images.
- Wide-area damage assessments completed using manned and unmanned aircraft. Ingress/egress assessments can be enhanced with wide area views.
- Satellite imagery used for “change detection” for wide area and site specific impact.

About Aon Global Risk Consulting

With nearly 1,300 risk professionals in 50 countries worldwide, our risk consulting services encompass enterprise risk management, actuarial and analytics and risk financing. Our risk control and claims group delivers property and casualty risk control, consulting and claims services while Aon Captive & Insurance Management experts are widely recognized as one of the market’s leading captive managers, with operations in more than 30 countries.