How Travelers Scaled a Drone Program

to Accelerate Customer Claim Handling and Enhance Employee Safety

When it comes to insurance companies using drones to help customers, Travelers is the clear leader. The company launched a drone program in January 2017 to help its employees safely and easily assess property damage. Today, more than 650 Travelers Claim professionals are FAA-certified commercial drone pilots who use Aloft (formerly Kittyhawk) to fly missions and capture claim data.

"We viewed drones as a new tool that could dramatically improve the way we serve customers. Once we understood how they would change the way we conduct an inspection, there was no going back. But our challenges early on were scale and compliance. How do you track FAA compliance for hundreds of Claim professionals conducting multiple flights a day? This is what brought us to Aloft."

Bob Gillis
UAS Program Administrator at Travelers
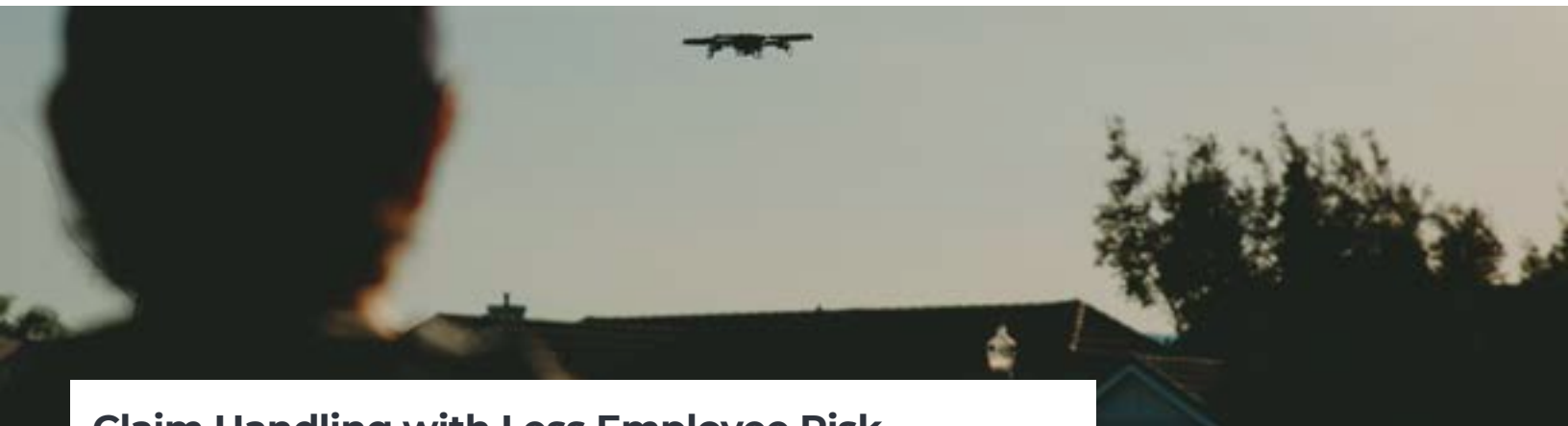
53,000
Drone Inspection Flights

650
Part 107 Certified Pilots

48
States of Operation

Claim Handling with Less Employee Risk

When a customer reports a home insurance claim, their property damage needs to be visually verified. Oftentimes that requires a Claim professional to climb a ladder to access the roof and take photos. To ensure this is done safely, setup can take hours and sometimes requires a second visit to the property. In more complex cases where the structure is unstable or the roof is severely pitched, it may be necessary to hire a third-party vendor to erect scaffolding.

Using drones improves efficiency and reduces risk from the traditional claim inspection workflow.

"When our Claim professionals use Aloft on their mobile device to fly a drone, they can safely take high-quality photos for their inspections. Customers love that it's done fast, and Claim professionals appreciate the convenience and the safety. It's a win-win."

Don Florek
Vice President of Catastrophe Management at Travelers

Operations in Disaster Recovery and Controlled Airspace

Drones can be especially valuable tools during disaster recovery. Areas that have become hazardous following natural disasters are often inaccessible by foot and subject to temporary flight restrictions by the FAA. In these situations, Travelers uses Aloft to obtain FAA authorizations to deploy drones to expedite damage assessments and claim handling.
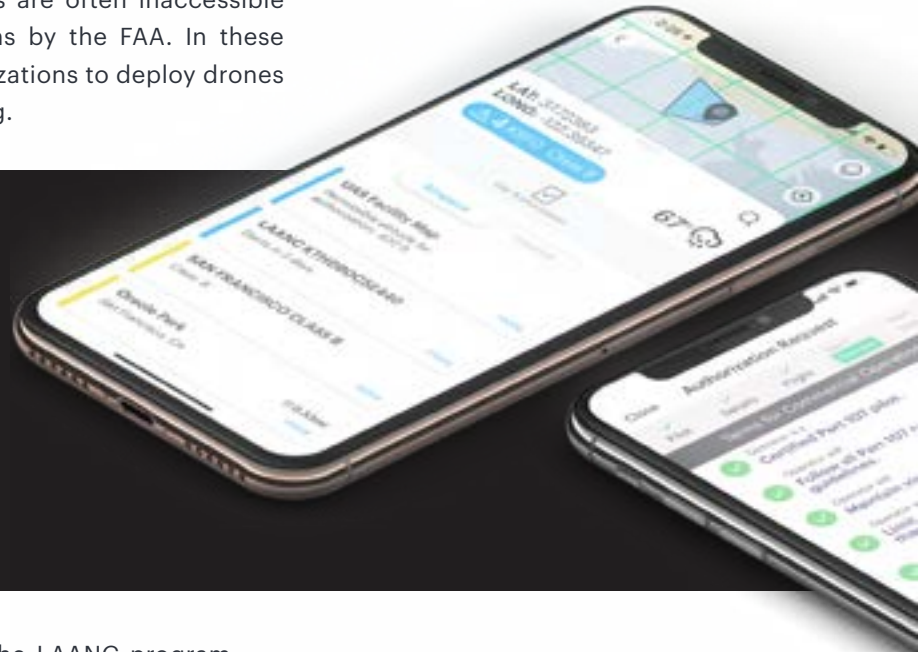
This same capability has enabled Travelers to expand drone operations near airports. Using the Low Altitude Authorization and Notification Capability (LAANC) built into Aloft, Travelers Claim professionals can obtain near real-time authorizations from the FAA to operate in controlled airspace.

Aloft is a FAA-approved UAS Service Supplier for the LAANC program, which enables on-demand authorizations in controlled airspace. It is also the provider of the FAA's B4UFLY app.

"Drones have enabled us to enhance our customers' experience by quickly assessing property damage while also improving safety for our employees. Aloft helps us manage the vast amounts of information we gather on inspections, so we can help our customers recover faster," said Gillis.

How Aloft Supports Travelers

Travelers uses the Aloft platform to seamlessly navigate airspace, fly and maintain aircraft and manage drone data. With each flight, data – including telemetry, video, photos, LAANC authorizations and battery life – is automatically fed into the secure domestic Aloft cloud. Leveraging the Aloft API, Travelers has a real-time view of its entire fleet.

By using Aloft with every flight, Travelers has a single source of record for all critical data points connected to their drone program.

Scaling to Countrywide Drone Coverage

TRAVELERS↑

650

Part 107 Licensed Insurance Claim Professionals using Aloft

Jan 2017   Mar 2019