

Scaling superior claims experiences for Aspire's next phase of growth



In the past three years, Aspire General Insurance has seen its growth quadruple across revenue, claims volume, and personnel. As an established personal auto carrier in California's evolving market, Aspire has been well-positioned to emerge as the clear leader, and they have risen to the occasion.

Those rapid volume increases exposed significant flaws in their existing core systems, handicapping their ability to deliver their superior standard of service for customers. Their processes relied heavily on outsourced platforms, vendors, and tools, creating barriers to sustainable growth and adaptability. To meet demand, Aspire made a strategic decision to develop more of their core claims technology internally to enhance control, flexibility, and efficiency across operations.

"We wanted to own more of that roadmap and more of that technology. We want to be able to really customize a platform to do exactly what Aspire needed it to do", says Sam Rea, CTO at Aspire.

With a renewed focus on proprietary technology and building differentiating solutions, Aspire began building its own suite of native capabilities, **but needed the right claims platform to support and extend them further.** Screenshot's open architecture, extensive configurability, and track record of success supporting the scale of nearly 70 carriers, MGAs, and TPAs across property, auto, multi-line commercial, and specialty lines of business made it a top contender.

"When we were evaluating whether to build or buy, Screenshot stood out as the clear choice", Rea states. "It offered the capabilities we needed out of the box, but also the flexibility to create anything beyond that to best fit how we work."

Even as a tech-forward organization, Aspire recognized the value of Screenshot's no-code engine, which enabled teams to expedite the build of automations during implementation. While Aspire's engineers focused on proprietary integrations, project managers, admins, and claims personnel built, configured, and deployed more than a dozen custom workflow automations, without waiting on engineering queues.

This flexibility was a major contributor to Aspire's speed to launch. Their implementation with Screenshot took 90 days from project kickoff to go-live. The platform's ease of configuration even allowed Aspire to launch an initial pilot program that generated valuable internal insights—actionable directly in workflows—within a single business day.

90 Day

End-to-end implementation

1 Day

to action internal
pilot feedback

“That alone would have taken a year to do previously,” said Mary Zelaya, Aspire’s Senior Claims Manager.

In the first month after launch, Aspire’s claims team is already experiencing the impact of a faster, more agile platform. “Before Screenshot, our claims handling was as tedious as pen and paper. Now, tasks that used to take an hour are done in minutes.”

“ISO reporting, for example, is fully automated, where before we were expending significant time and resources to process that manually”, says Zelaya. “The system speed alone has been a game-changer. It’s like night and day.”

Visibility was another major obstacle for Aspire prior to Screenshot. Reporting once required days or even weeks of manually locating, organizing, and processing data—often rendering insights outdated before they were completed. Now leaders can access critical metrics in seconds directly from their Screenshot dashboards. They can also build and schedule custom reports—another capability Zelaya calls a complete game-changer.

For Rea, one of the platform’s greatest strengths lies in its real-time data replication capabilities.

“With Screenshot, we now have real-time data replication into our environment, something we were unable to execute previously. What used to be overnight updates now happen instantly, which gives us live visibility into claims activity through both Screenshot and our Power BI tools. It’s not something I’ve ever seen other SaaS companies do well when they’re in the cloud.”

As Aspire continues to expand its automation, infrastructure, and reporting processes—with a full organizational migration to Screenshot planned by mid-November—Rea is confident they’ve found the right foundation for the future.

“The open architecture and advanced configurability of the platform aligned perfectly with our strategy to expand our offerings and continuously refine how we serve our customers. No matter how much we evolve, Screenshot is a platform that will adapt and scale with us.”

“The success Aspire is experiencing is a result of our commitment to building technology that fits how claims work. Whether its auto, property, or commercial lines, we’ve designed our platform to adjust in real-time so carriers can move smarter, faster, and with more accuracy.”

Brad Weisberg

Founder & CEO, Screenshot



Start running smarter claims on the platform built for the way they work.
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