



Freedom and Collaboration Make a Productive Work Environment

Strategic Claim Consultants hires people who understand its advocacy mission, then gives them the autonomy and tools to solve clients' problems in their own way.

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Strategic Claim Consultants (SCC), a national public insurance adjusting firm based in Atlanta, specializes in claim advocacy for policyholders. The company has found success—and an Inc. Best Workplace honor—by embracing the concept of collaborative autonomy in the workplace.

“We don’t succeed by micromanaging; we do it by incorporating a team effort,” says Michael A. Fried, vice president and partner. “Collaboration is at the forefront. We like to accentuate the team members’ unique skill sets and put them in positions to succeed.”

CEO Brandon Lewis founded the company in fall 2016. Since then, through strategic acquisitions of competitive firms, Lewis has expanded SCC’s reach to Texas, Florida, Louisiana, Ohio, and the Carolinas.



→ Strategic Claim Consultants partners, who promote collaborative autonomy in the workplace

Young but experienced

Many of the firm’s employees once worked for insurance companies, and there are several who previously had careers in the construction industry. Among the partners are others who, like Lewis, ran successful companies before joining the firm.

SCC boasts more than 300 years of combined professional experience, even as some of its top leaders are ages 40 and younger. Kyle Herring, who turns 40 this year, is a prime example. He started working in the insurance industry right out of high school, earning his adjuster license at 18. Today Herring is a partner and executive adjuster at SCC.

“We have a very unique blend of young trailblazing people who have amassed an unprecedented portfolio of claim settlements for their clients,” Lewis says.

Empowered by trust

The firm invests in all its employees by providing unlimited continuing education and training toward industry certifications and

designations, even FAA drone pilot licenses for doing damage assessments. But Craig Kobel, SCC president of large loss, says the company prioritizes work ethic and dedication in its personnel. The company has hired people from backgrounds such as professional sports, the military, and medical fields.

“We’re looking for people who understand how to work within a team, are disciplined, and have a strong work ethic,” Kobel says.

In a profession where SCC’s clients need help recovering from devastating events—from house fires to hurricanes—Lewis says it’s also critical that employees embrace their advocacy role with skill and empathy. The opportunity to help people move from tragedy to triumph, he adds, is what makes SCC employees excited to go to work every day.

“The enormous trust that our clients put in our team is incredibly empowering,” Lewis says. “Our mindset is always that we’ve got to get our clients back to where they were and help them rebuild their lives and businesses. And that’s an awesome responsibility.”