

# PDA Unveils New Customer Portal

The launch of PDAconnects, designed to streamline user experience, has been deemed a success

Portland, Maine – July 2016: Professional Disability Associates (PDA), a consulting company providing specialty risk resources including medical and vocational consulting services to major disability insurers and self insured employers, launched its new customer portal, PDAconnects, on June 14th. PDAconnects is the company's largest-ever IT investment and is the new platform for customers to submit disability claim files in need of medical review. The system has improved user experience for both customers' and medical consultants' and will streamline workflow for teammates.

PDAconnects offers each user a simple, but personalized, dashboard to submit referrals, view case status and upload completed file reviews. In seconds a customer can submit a referral and the PDA triage team receives the request immediately. Once assigned, the medical consultant can easily download the file, view their outstanding work, and submit completed file reviews. Throughout the entire life cycle the customer can view the status of the case in real-time directly from their dashboard.

“We are already beginning to realize increased efficiencies in the use of PDAconnects to streamline our day-to-day workflow tasks.”

-Doreen Riordan  
Vice President of Customer Services

“It's exciting to see this critical investment come to fruition and begin to transform the experience of our customers and medical consultant network. Our File Review business, which has been growing steadily for many years, continues to be a core offering and this platform will serve us and our customers well for many years to come.

This launch marks the beginning of a long-term effort at PDA to utilize technology to improve efficiency and our customers' experience, from service levels to reporting capabilities, across all of our businesses. Our goal is to streamline each of our processes for ease of doing business for new and current customers.

The platform is scalable, allowing us to maintain and improve service levels as we continue to rapidly grow our File Review business. We will continue to add capabilities to the system aimed at enhancing the user experience, while also providing our customers with more in depth insight into the life cycle of submitted case files.”

-Tim Seavey, Chief Financial Officer and Senior Vice President of Strategy & Development

The company regards the launch of PDAconnects a great success from both an internal and external perspective. User adoption has been high and feedback positive. The company is currently working on phase two and anticipates new functionality to be delivered early 2017.

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