

Bridgestone/Firestone

Bridgestone/Firestone contracted National Business Systems (NBS) to provide data entry for approximately 300,000 claim forms on a defective tire product recall.

Challenge:

Bridgestone/Firestone was involved in the product recall of over 6,000,000 defective tires. The recall received virtually unprecedented national attention. Bridgestone/Firestone contracted with National Business Systems to provide the data entry of all the Recall Claim documents. Firestone estimated that approximately 300,000 claim forms would be submitted. NBS has currently keyed approximately 350,000 claim forms.

Solution:

During the peak volume timeframes, NBS was processing claims at all three NBS Wisconsin facilities. Today, we continue to process claim volume only at our Milton location. In addition to providing the data entry services necessary for the consumer checks to be issued in regards to this product recall, Firestone also contracted NBS to image all claims and supporting documents. The average claim packet contained 8-10 documents. NBS imaged this project in West Allis and also at our corporate office in Eagan, Minnesota.

Conclusion:

With the data files and image files that NBS provided to Firestone, any claim packet can be instantly retrieved. Our Image View Retrieval Software affords Firestone the ability to access their data on multiple search levels.

Our image and data files were used by a number of departments at Firestone including Accounting, Legal, Marketing, and Dealer Services. Firestone anticipates that the services we have provided and continue to provide will be of significant importance to repairing their public image.