

Surveillance Services

■ About Surveillance Services

While surveillance is an invaluable tool, insurers need to understand the real value of a surveillance operation. It is about analyzing, evaluating and planning each case in order to minimize cost and maximize the opportunity for a positive outcome. In addition, the skills of the person in the field must be backed up by sophisticated equipment, advanced technology and complete dedication to be consistently proficient and successful.

Northwood & Associates is one of the most comprehensive and experienced surveillance firms in Canada today. Our surveillance services not only extend to every part of Canada, but throughout the world.

Northwood & Associates has been contracted to provide exclusive services to its clients and also develop customized programs and models to suit the individual needs of insurance carriers, third party administrators and self-insured corporations.

■ Training & Equipment

The success of our surveillance services can be directly attributed to the comprehensive, in-house field training program which is mandatory for all new Northwood & Associates Investigators. This comprehensive program covers all aspects of covert surveillance, including static and mobile observations.

All Northwood & Associates Investigators are equipped with the latest in video and still camera technology along with personal laptops and communication systems.

■ Pre-surveillance

One of the most critical aspects of any surveillance assignment is obtaining a positive identification of the subject. Before any surveillance assignment is commenced, our Pre-surveillance Specialists gather information and develop an intelligence report by utilizing a range of nationwide database and background information services in order to maximize the efforts of our Investigators.

Our extensive preparatory work gives our Investigators greater insight into each assignment thereby enhancing the opportunity for a successful outcome for our clients. Dedicated Case Managers ensure each assignment is professionally managed throughout the entire process. Our state-of-the-art, web-based MJM CaseTrak technology electronically delivers the report, streaming video and photographs directly to the Claims Adjuster's desktop.

■ Communication

We provide our clients with the option of choosing a range of product delivery methods, with the primary objective of achieving a successful outcome for all stakeholders. Our clients have access to immediate status updates on every case via CaseTrak.

Since Northwood & Associates's standard product delivery system is based on a fully electronic transaction process, our clients typically receive the investigative report, snippets, invoice and video within 30 days of receiving the assignment.

Northwood & Associates has conducted thousands of surveillance cases and the evidence gathered has assisted many of our clients and their legal representatives to comprehensively defend personal injury, workers' compensation and disability claims.

■ Surveillance Services Encompass

- Property & Casualty Claims
- Public Liability
- Life & Health Claims
- Workers' Compensation

■ Northwood & Associates

Northwood & Associates conducts both investigative inquiries and surveillance work on behalf of many of Canada's largest insurers, self-insured corporations and leading law firms.

Northwood & Associates has expanded its capabilities across Canada and provides a national platform for our service offerings. With this expansion, we are now better equipped to serve our clients' needs.

Northwood & Associates' technology solutions (such as CaseTrak, a web-based case management system) secured it the position as the pioneer of new and innovative fraud-fighting strategies to meet the changing needs of the insurance industry.

We have worldwide resources, streamlined workflows and provide our clients with the most comprehensive fraud-fighting technology and customer service system available in the market today.

Our clients have access to unparalleled industry knowledge, expert consulting and customized business models, all backed by extensive global investigative resources and logistics experience.

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