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## **Matrix Absence Management launches next-generation mobile application** *Includes SMS text alerts and instant document upload features*

**PHOENIX, Arizona (June 10, 2015)** – Matrix Absence Management, Inc., (Matrix), a leader in helping employers proactively manage employee absence, productivity and related payments, has released an upgrade to its industry-leading mobile application. Sporting a new, more intuitive look and feel, the 4.0 mobile app now allows smartphone and tablet users unparalleled functionality.

Matrix integrates short- and long-term disability, workers' compensation, return-to-work services and personal/family and medical leave programs to help employers realize time, efficiency and productivity gains. An early technology leader in the absence management space, Matrix was among the first to offer telephonic claim intake for virtually any type of employee absence; pioneered secure online claim intake; and introduced the industry's first – and most functionally robust – mobile application.

The new mobile release is the first wave of innovation to come from the company's CX, or customer experience, strategic initiative.

"The customer experience movement is much bigger than just our industry, it's a global phenomenon," said Ken Cope, president of Matrix. "At Matrix we define it as the synthesis of how a user interacts with our tools, communications and employees. Obviously, we want every one of these transactions to have a consistent, meaningful, positive outcome."

Matrix was the first absence management service provider to offer a mobile application for both employee and administrator use. With the new release, the app allows claimants superior functionality:

- As always, employees on leave can **file a new absence claim** directly from their smartphone or tablet, as well as log intermittent time away from work.
- NOW, employees can **enroll in SMS/text alerts** to stay informed at every point throughout their absence.
- AND, since collecting medical documentation can be a factor in delaying claims processing and payment, claimants can now snap a photo with their mobile device and **directly, securely upload supporting documents**.

Matrix customers will also see a new design, color palette and navigation for familiar services and tasks within the latest publish of the Matrix mobile application (4.0) on iOS® and Android®.

“In building a new mobile environment it’s been very important to us to have a very modern, clean, fresh style that’s personable and easy for people to navigate and use,” said Gordon Smith, chief information officer for Matrix. “We’re also taking the same approach with our desktop environment and printed documentation so whether an employee touchpoint is electronic, telephonic or through traditional correspondence, it will have the same consistent look and feel, completely free of industry jargon and easy to understand.”

New, improved applications within the company’s eServices platform will be rolled out over the next several months, Smith said, each bearing the new, intuitive design and interface.

### **About Matrix Absence Management**

Based on the premise that employees make up the most costly – and valuable – of a company’s resources, Matrix focuses on reducing the lost productivity suffered when employees miss work for any reason. This service portfolio, called Absence Solutions®, streamlines benefit delivery, simplifies administration and reduces overall benefit costs for companies nationwide employing nearly 2 million men and women. Headquartered in Phoenix, AZ, Matrix has service locations nationwide, including claims hubs in San Jose, California; Phoenix; Hawthorne, NY; Austin, TX; and Portland, OR.

Matrix Absence Management and sister company Reliance Standard Life Insurance Company are members of the Tokio Marine Group. Tokio Marine Holdings, Inc., the ultimate holding company of the Tokio Marine Group, operates in the property and casualty insurance, reinsurance and life insurance sectors globally. The Group’s main operating subsidiary, Tokio Marine & Nichido Fire (TMNF), was founded in 1879 and is the oldest and leading property and casualty insurer in Japan.

For more information, visit [www.matrixcos.com](http://www.matrixcos.com) or call (800) 980-1006.

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