

Xchanging : ECF write-back goes live for London market

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New technology-led claims functionality is a major step in the modernisation of Lloyd's and the companies market

LONDON, 19 October 2015 - [Xchanging plc](#), the business technology and services provider, today announces that Write-Back, the ground breaking, message-based technology that allows the IT systems of London market insurers to interact fully with the market's central claims systems, ECF2, went live on Saturday 17 October.

The technology powering the central Write-Back system and its interface to ECF2 and the market's central claims system, was developed by Xchanging, which continues to play a leading role, in partnership with the market, in the London market modernisation agenda.

Write-Back was the result of intensive and successful market collaboration over a period of eighteen months between Xchanging, four software providers and eight Lloyd's and London market carriers. The high level of co-operation during the development phase, sponsored and overseen by the Associations' Administration Committee (AAC), followed by fifteen weeks of intensive testing, led to another successful delivery.

The eight carriers implementing as early adopters are: Ark, Berkley Offshore, Brit, Faraday, Liberty, Mitsui, Endurance and Talbot. The software providers delivering Write-Back functionality for these carriers are: Charles Taylor, DOCOsoft, Fineos and Sequel.

John Niblett, CIO, Xchanging, said: 'Working in partnership with Lee Elliston (LMA Senior Executive & ECFUG chairman), the market and the AAC has been very challenging but also very enjoyable, allowing Xchanging to deliver new technology, which is an enabler to improve and enhance claims handling and data processing for London.'

'The Write-Back implementation involved making technical changes to Xchanging and market systems; this could not have happened without incredible market teamwork and comradeship from all parties. This project demonstrates a substantial leap forward in modernisation for the claims market. I am proud of the part Xchanging played working with a new, much wider, delivery team. The end result was we all delivered a huge change project that will offer carriers benefits and efficiencies from day one, of which many can be used to enhance client service.'

Lee Elliston, the LMA's senior executive, claims, said: 'It's hard to overstate the importance of this. Write-Back represents the biggest technological change for claims since ECF was launched in 2006. We have been delighted with the new technology and solution that has been developed by Xchanging and the carriers' Software Providers, and look forward to its widespread adoption within the market.'

Write-Back provides market businesses with greater flexibility in managing claims; it removes duplication and inefficiencies, offers enriched claim data and management information by providing near real-time claim notification

The new functionality increases the degree of interaction markedly, letting broker data flow into a carrier's system within seconds and enables the carrier to build its own 'view' of a claim. The carrier can then respond to the claim, sending data back into the market's central systems, enhancing how an electronic claim is handled and managed.

Information explaining how other market carriers and software providers can adopt the new functionality will be available on the ECF website (www.ecfinfo.com). The ability for software providers and carriers to develop and utilise Write-Back functionality will be provided during 2016 following a phased approach.

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Notes to Editors

What is ECF?

ECF stands for Electronic Claims Files. It is the combination of the Insurers' Market Repository (IMR) and the Claims Loss Advice and Settlement System (CLASS). ECF allows brokers to supply an entire claims file electronically to all insurers 'on risk' simultaneously. All insurers will therefore have concurrent, contemporaneous access to the claims file. This eliminates the need for the broker to serially present the claims file to different insurers individually. The major benefit of this is that it greatly reduces the length of the overall claims lifecycle, from first advice to settlement.

Xchanging

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What we do

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