

DOCOSOFT

CASE STUDY

GOING LIVE WITH AN ENTERPRISE CLAIMS MANAGEMENT SYSTEM

This global insurance carrier went live with an Enterprise Claims Management System developed by claims technology specialist DOCOSOFT in November 2018. The multi-award winning system, supporting full ECF2 Write Back functionality was delivered on time, on budget and according to plan.

The claims management system integrates seamlessly with the client's underwriting and document management systems, as well as the market wide Electronic Claims File and Insurers Market Repository. The DOCOSOFT Claims Management System is versatile, supporting its global users –backed by their shared services support - across the International Underwriting Association and the Lloyd's insurance stamps. This is particularly important for the client, which conducts a lot of marine business on the IUA stamp so the client is also looking at bringing that part of the business into the DOCOSOFT CMS.

BENEFITS:

- Quick implementation of the system - particularly considering the large number of claims that went live.
- Improved governance controls and management oversight reporting

TESTIMONIAL:

"I would describe DOCOSOFT as agile due to the nature of their company. They are always on hand; they will come into the office at short notice to support our claims handlers. I have always been an advocate for DOCOSOFT in the London Insurance Market." - Head of Claims Operations

Find out how we can help you
transform your business



Speak to Graham Sheppard
+44 7917 423308
graham.sheppard@docosoft.com