

CASE STUDY

FARADAY

**A responsive support service
makes all the difference**

Empowering people through
insurance software automation



Our **intelligent insurance software** solutions transform the way our client's work.

About Faraday

Faraday's Syndicate 435 at Lloyd's underwrites a range of (re)insurance business around the world that includes Aviation, Casualty, Property, Accident & Health, Agriculture, and Energy. Its customers are at the heart of everything Faraday does.

Faraday's experienced and knowledgeable claims team provides a first-class service to clients and brokers and to its own underwriting teams. Faraday's claims managers are well-established lead claims professionals with a proven track record of dealing with even the most complex claims in their specialist areas of expertise. They are committed to giving each and every claim the time and attention it takes to deliver a supportive and timely resolution

Adopting a CMS solution

After reviewing a number of other potential vendors, Faraday selected DOCOsoft to provide it with a modern claims management system (CMS) and subsequently went live in 2012. Prior to that, Faraday's claims team had been working without the benefit of a purpose-built CMS.

The transition from pulling data off ECF and working with spreadsheets to using a state-of-the-art CMS which knits ECF and our Underwriting & Claims system together proved transformational, massively improving efficiency and reducing friction throughout the claims journey. It just much more user friendly. In November 2015, Faraday went live with DOCOsoft's new Write-Back-enabled CMS.

Faraday recently began using DOCOsoft's Gemini module which provides an integrated interface with Lloyd's Market Association's expert management and fees settlement platform. The module has delivered both the transactional cost saving available through Gemini and time efficiency.



Matching delivery to needs

Faraday Senior Claims Negotiator Lucy Mann singles out DOCOsoft's hands-on client relations and support as a key strength. She and Faraday Operations Analyst James Meecham both stress the value of having direct access to senior developers at DOCOsoft and the exceptional high-level attention and responsiveness they get from DOCOsoft's close-knit collaborative team.

An important benefit of working with a software business that takes things personally is a support helpline that puts you straight through to people who know your business and can connect you quickly with the help you need. To most software developers, James says, you're just a ticket number and only receive automatically generated responses. But with DOCOsoft, you know who you're talking to – and you know you'll be getting a solution as soon as humanly possible.

Productive collaboration

Since Faraday first began using the DOCOsoft CMS, there's been a highly productive ongoing dialogue between the two companies. DOCOsoft and Faraday are alike in having refreshingly silo-free corporate cultures. Both have stable, committed, joined-up teams who are always ready to roll up their sleeves and cooperate across roles and functions. This shared outlook has helped Faraday's claims team get the most out of the DOCOsoft CMS – and helped DOCOsoft anticipate and respond to Faraday's evolving needs and aspirations.

“DOCOsoft's Claims Management System is an integral tool that allows our claims team to operate efficiently. I actually couldn't imagine adjusting claims without it! Working through our last upgrade was seamless with the appointment of a dedicated Business Analyst and a responsive support team enabling us to hit all our upgrade deadlines without any hiccups. I would recommend DOCOsoft to my market peers – not only for their system but for their friendly, client-focused approach to business.”

– Lucy Mann, Senior Claims Negotiator, Specialist Lines

Find out how we can help you
transform your business



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