

DOCÒsoft

**It all
starts
with
a
cup of
coffee**



The Art of Claims Adjusting

Time and information are precious commodities in today's complex claims environment. That's why the art of analysing, adjusting and paying valid claims has to be underpinned by intuitive, fast and progressive systems.

Wouldn't it be great to have extra time to handle those more difficult claims? Our goal at DOCOsoft is to build claims systems that free up time while keeping you ahead of the data and processes curve.

The first step? A cup of coffee.



The Cup of Coffee

An informal thirty minute chat with one of our team could be the first step in bringing your claims environment to life.

This meeting requires no preparatory work or commitment on your behalf but it will be all the time we need to listen and find out what works for you.

We can provide a proof of concept within days and take that all the way through to a successful implementation.

Why you should make contact

- ✓ When your competitors' technology provides them with a competitive advantage
- ✓ Your claims system seems lifeless - shouldn't there be a spark?
- ✓ When claims technology seems to be all work and no play
- ✓ If you never have time to devote quality time to complex claims
- ✓ When you can't remember the last time you had fun handling claims



What sets us apart

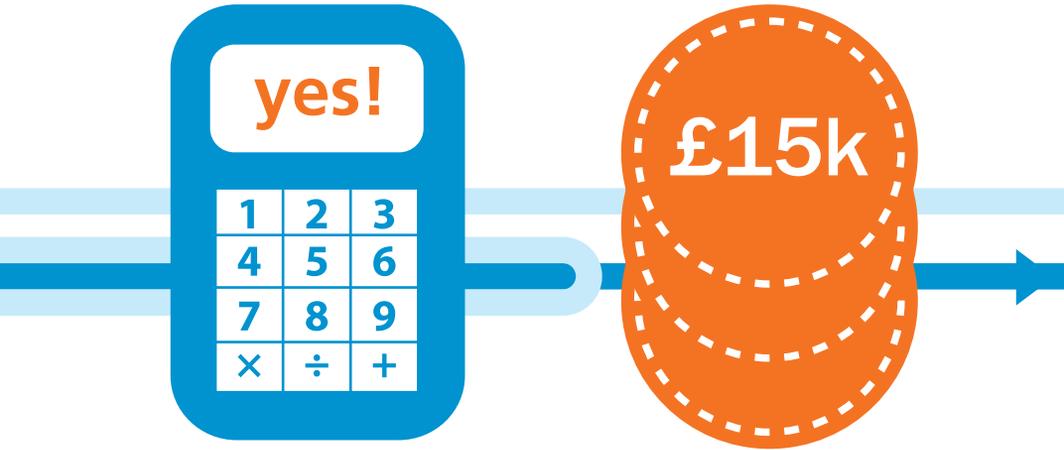
At the heart of London market claims DOCOsoft is the only technology player that has integrated Lloyd's and Company markets within the same workflow engine. As a key member of Lloyd's Claims Initiatives, we are at the heart of claims in the London market.

Experience

With more than 15 years of Lloyd's and London market experience, our innovative cost effective solutions are continuously improved to keep pace with the many changes in the market place, and this is reflected in our ever expanding client base.

First names terms

There is no such thing as a DOCOsoft call centre. Our systems technicians and Account Managers are so close to our EC3 clients that we are even on first name terms with their receptionists!



Return On Investment

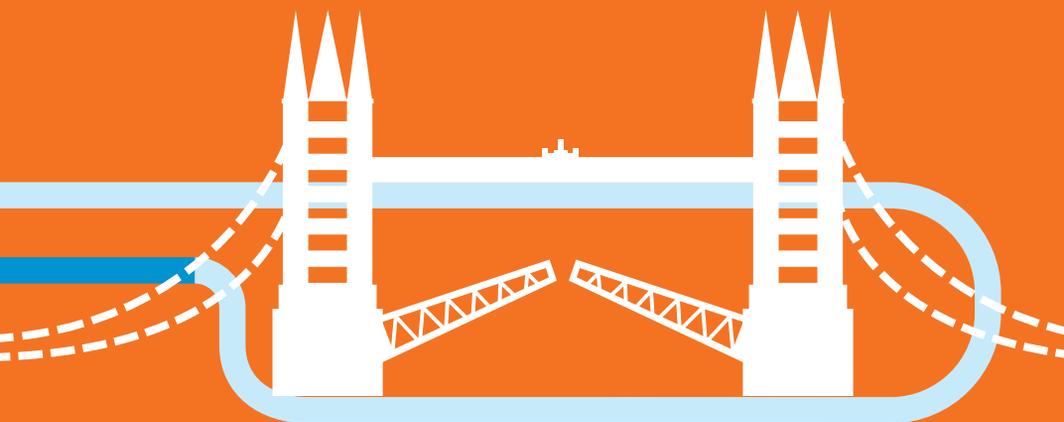
Our claims management systems save time and money. How so?

We have a client that relies on DOCOSoft to retain one of the smallest head count of any MGA in Lloyd's per pound of capacity. When market conditions are right, our client runs a stamp capacity of £500m on less than 50 people. Technology plays a key role helping our client to achieve that level of efficiency and ROI.

Other clients have more visibility, better control over workflow and claims authorities and systems that allow them to absorb extra work with the same amount of people. Additional regulatory and diary compliance work that they need to adhere to have been enabled by better functionality and processes conceived and implemented by DOCOSoft.

"The system today is fully automated, slick and a huge time saver."

**Ian Springett, Head of Claims,
Managing Agency Partners Ltd.**



Servicing an evolving market

London market claims professionals are increasingly dependent on systems that streamline processes. DOCUsoft's expertise, systems and services deliver bureau and, increasingly, non-bureau solutions as customers process more peer to peer-type business.

Our rapid response claims services are bespoke, agile and forward-looking. Customers like our no nonsense, can-do approach.

Meanwhile, some Syndicates now have an overseas office that deals directly with clients as competition from emerging markets grows. It's the way of the future. As a result we provide services that connect our clients to all the counterparts in the insurance chain. Our services address our clients' concerns as part of a holistic real-time claims handling system.

We listen and then we deliver.

At the heart of London market claims transformation



“In today’s landscape, claims are getting more technical with threats like cyber being a new and difficult area so in my opinion Write Back will help us to stay ahead of the curve. We need to have a system with the functionality to deal with new types of claims.”

Kat Fraser, Talbot Claims Team

Write Back

Write Back is the biggest thing that has happened in claims since the electronic claims file was introduced in the mid-2000s.

DOCOSoft played a crucial role as part of the LMA’s Write Back Working Group in making the initiative a reality.

A winning formula

We understand that the consequences of risk-taking flow naturally into claims payments – a knowledge that has been honed over 15 years of delivering claims and workflow solutions for clients.

DOCOSoft delivers a competitive advantage for clients and has replicated its winning formula for the wider London market via Write Back.

A long term relationship



“We asked for something that would fulfil all our workflow requirements and the DOCOsoft solution has worked incredibly well ever since. The great thing about DOCOsoft is that they listen and then they deliver.”

**Ian Springett, Head of Claims,
Managing Agency Partners Ltd**



Keeping it simple

When DOCOsoft was asked to build a work flow system for Managing Agency Partners in 2007 it delivered on time, fulfilled all the client’s bespoke requirements and the technology has worked superbly ever since while evolving into a more complex claims management system.

New rules on Sanctions requirements provided a more recent opportunity for DOCOsoft to demonstrate its problem solving skills with a new enhancement fix.

Strong customer service ethic

One of the things that impresses MAP about DOCOsoft’s approach to customer service is its understanding that the system can’t afford to be ‘off-line’ for any length of time.

The DOCOsoft team is responsive, approachable and alive to the client’s needs.

Painless implementation



Exceeding expectations

AEGIS London required the implementation of a robust claims management and workflow technology system.

Following a flawless system implementation, the client had improved transparency of information with increased control over workflow and claims authorities.

Enhanced reporting to senior management and field enhancements which exceeded the client's expectations.

“DOCOSoft’s implementation of our claims handling system was as smooth as any IT project I have been involved in. The great thing about DOCOSoft is their flexibility, speed and ability to adapt to the client’s needs. As the claims market is always changing, DOCOSoft is probably best placed to keep pace with that change.”

Jonathan Gormley, Deputy Head of Claims, AEGIS London

Get in touch

To start the conversation about your claims management requirements, contact us on: +44 (0) 20 7959 2278

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insurance standards*