



DOCOSOFT IS THE LEADING PROVIDER OF CLAIMS MANAGEMENT SERVICES TO THE LONDON INSURANCE MARKET. OUR SOLUTIONS ARE TAILORED TO EACH CLIENT, DESIGNING AND CREATING SOLUTIONS WITH THEIR CLAIMS MANAGEMENT NEEDS IN MIND. DOCOSOFT WORKS HARD TO UNDERSTAND ITS CLIENTS AND ALWAYS FORMS STRONG WORKING RELATIONSHIPS.

## Painless implementation with DOCOSoft

AEGIS London required the implementation of a robust claims management and workflow system that would improve its existing technology and provide assurance that the company would be operationally robust going forward in an evolving claims environment.

**AEGIS London is the UK-based subsidiary of AEGIS (Associated Electric & Gas Insurance Services Limited), a mutual insurance company that serves the needs of the energy industry. It operates the AEGIS London Syndicate 1225 at Lloyd's with a capacity of £330 million for 2014. AEGIS London has grown from its origins as an energy insurance specialist and is today a successful, diversified business, leading and participating in a wide range of classes traditionally written in the Lloyd's market.**

### A robust claims management and workflow system

Following a flawless system implementation the client has better transparency of information, increased control over workflow and claims authorities, and enhanced reporting to senior management which all exceeded AEGIS London's expectations.

AEGIS London needed a robust claims management and workflow system not just to provide increased visibility and control but also to make the Lloyd's market specialist more operationally robust.

The company's previous system was an effective, if basic, system that used a daily file populated by its IT department on a spreadsheet, which ticked boxes but it was an unremarkable claims management tool.

### Exceeding expectations

Following a painless implementation process, which the client said exceeded expectations, AEGIS London now has more visibility, improved control over workflow and claims authorities and a system that has allowed the company to absorb extra work with the same amount of people. Additional regulatory and diary compliance work that it needs to adhere to has been enabled by increased functionality and processes.

According to the client, the implementation phase was as smooth as any IT project they had been involved in while DOCOSoft's quick thinking, flexibility and ability to adapt to change were also highly commended.

**Client:** AEGIS Managing Agency Ltd.  
33 Gracechurch Street, London EC3V 0BT,  
England; [www.aegislondon.co.uk](http://www.aegislondon.co.uk)

### Problem solving

Whenever DOCOsoft was confronted with problems they were resolved quickly. The requirements matched everything the client needed to do from a Lloyd's regulatory point of view, from a workflow and transparency of information perspective and on the MI reporting front the system met or exceeded all the business requirements that AEGIS London had. The new AEGIS London claims management system provides a technology solution for all its claims needs encompassing everything from retail through to very large commercial risks including Property/Casualty across all classes of business. The DOCOsoft system has been well received by the AEGIS London claims team since implementation.

### Future Enhancements?

DOCOsoft is currently working with AEGIS London on a new expert management module and any future enhancements that can provide increased control and visibility, while streamlining the claims agreement process.

### ECF Write Back

The client is also excited about the landmark Write Back initiative that DOCOsoft - working hand-in-hand with the LMA's ECF User Group - has been heavily involved with and is helping to get up and running.

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### What the client said...

*"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."*

*"We built a new module on expert management and we got proof of concept within days of just how it could work. The DOCOsoft guys just got it. They got our requirements very quickly, they didn't have to constantly double check and everything was very intuitive."*

*"Write Back will be great when it comes in. It can only make the market more effective and more efficient taking us to a different level moving away from ECF2."*

**Jonathan Gormley, Deputy Head of Claims,  
AEGIS London**