



Client Overview: Barbican

DOCOSOFT: providing innovative claims management software solutions for the global insurance and financial services markets since 1997

The Barbican Claims Management System went Live in April 2012. Key features of the CMS system included SharePoint DMS functionality and an MS Outlook Module while DOCOSOFT transitioned Barbican's Data migration and Interface to IRIS. DOCOSOFT managed an upgrade project in 2014 and more recently completed the leading Lloyd's Syndicate's SCM Integration in 2015.

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.

Formed in 2007, Barbican Insurance Group underwrites business predominantly through its Syndicates at Lloyd's. It also has a non-Lloyd's financial solutions business based in Guernsey which offers insurance and reinsurance programmes to the global market and a number of service companies including, Barbican Underwriting Limited, Castel Underwriting Agencies Limited, Professional Indemnity Protect Limited and Seacurus Limited

At Barbican, accessibility, speed of response and depth of expertise are what set its claims team apart. In any claims situation, speed is of the essence. According to Barbican, its aim is to ensure that as a leading Lloyd's Syndicate its clients and brokers are guaranteed swift access to key decision makers within the team so that every claim can be dealt with promptly and professionally.

Barbican's clients and brokers expect full, fair and prompt settlement of every valid claim. This is the cornerstone of Barbican's claims philosophy. The highly proficient claims team operate fully optimised workflow processes and practices, with all its London Market adjusting staff based in London.

Led by Mike Gardiner, Barbican's claims team spans decades of market experience in dealing with a broad spectrum of claims, from the straightforward through to the most complex of claims scenarios. Close collaboration with its underwriters enables a rapid response time no matter how demanding the loss event.

Working in tandem with the underwriting management team, Barbican monitors and reviews the claims business requirements. This enables it both to provide the service platform and MI needed to support Barbican's clients and also carefully select and supervise the external service providers with whom it works.

Barbican Insurance Group
33 Gracechurch Street,
London,
EC3V 0BT.
T: +44 (0)20 7082 1955