DOCÒsoft

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.

Working a long term relationship with DOCOsoft from the early days

When DOCOsoft was asked to build a work flow system for MAP in 2007 it duly 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.

Client: Managing Agency Partners Ltd. Fitzwilliam House, 10 St Mary Axe, London EC3A 8EN; **www.mapunderwriting.co.uk**

Managing Agency Partners Ltd is an independent, and largely employee-owned agency underwriting in the Lloyd's of London insurance market through its Syndicate 2791. Formed in 2000, it has rapidly established itself as a leading underwriter in each of the classes of business in which it specialises. Its security is a broad spread of third party capital providers from both inside and outside the insurance industry. With their support, the syndicate has increased its underwriting capacity from £140 million in its first year of underwriting to £400 million for the current year of account.

The MAP Requirement

When MAP outlined its requirements to DOCOsoft in 2007 the brief was deceptively simple: deliver a tailored, straightforward solution quickly and in line with the client's specific needs. At the time, the insurance market was undergoing one of its regular bouts of regulatory and technology-led electronic claims transformation so it was felt that simplicity was the key to a successful long-term solution. DOCOsoft listened and delivered a highly effective, streamlined system that still delivers today.

In the Beginning

DOCOsoft and MAP worked closely together from the very beginning to build a bespoke solution. The client was clear in its brief, which demanded simplicity and a system that was 'Just right.' There was no oversell or hint of over-spec from DOCOsoft. The system developed with enhancements and experience to the point that it can today be described as an effective, complex claims management solution.

MAP has always been a Managing Agency that has been very reliant on systems because technology plays an essential role enabling the company to retain the smallest head count of any Managing Agency in Lloyd's per pound of capacity. When the market conditions are right, MAP runs a stamp capacity of £500m on less than 50 people, which is an extraordinary ratio. In that sense the claims management system is just one of the technological components that enables MAP to save both time and money.

Customer Service Experience?

One of the things that impresses MAP about the DOCOsoft 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 are approachable and responsive to the client's needs. Client interaction is very much on a 'first name' basis. Indeed, the client's Head of Claims doesn't hesitate to pick up a phone to call the original team of two that took the brief all those years ago. Even though DOCOsoft has moved on and expanded considerably in the last eight years, there has been no 'promotion' away from client account handling and service delivery.

System Enhancements Since 2007

An example of DOCOsoft's ability to think on its feet and adapt the system to the changing claims environment was its creation of a field to highlight static items. DOCOsoft came up with the idea of a simple diary note that generates an automatic email facility noting a non-moving item along with the details of that particular claim.

This was a simple but effective and fast response to something that was required. New rules on Sanctions requirements provided a more recent opportunity for DOCOsoft to demonstrate its problem solving skills with a new enhancement.

The system can also re-assign claims so when somebody is on holiday it is very easy to re-assign those claims automatically to a nominated person. The system today is fully automated, slick and a huge time saver.

The Future

The thirst for data in the insurance world of 2015 appears to be unquenchable, particularly in a Managing Agency like MAP, which churns through so much data. Increasing internal management oversight and reporting to the internal management committee, executive committee and Board will provide opportunities for DOCOsoft to demonstrate to the claims team how far its system has moved on since 2007. For example, The Board sets performance against Key Performance

Indicators on a quarterly basis so the client is looking forward to enhancements that will bring together and compile data that creates information-rich reports in a more readable, user-friendly format.

ECF Write Back

The client is looking forward to Write Back's market implementation in 2015. Write Back has the functionality to allow the IT systems of LIRMA Lloyd's and IUA carriers to interact with the two market claims systems — Electronic Claims File (ECF) and Insurers Market Repository and is planned to be live Quarter 3 - 2015.

Client: Managing Agency Partners Ltd.
Fitzwilliam House, 10 St Mary Axe, London EC3A 8EN;
www.mapunderwriting.co.uk

What the client said…

"We asked for something that would fulfill 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."

"We were the originators. We helped DOCOsoft and they helped us to build the prototype. It was a true partnership. That is why the system became more than the sum of its parts, bespoke and non-conformist, which is a rare achievement."

"Write Back has the potential to rid us of 'double keying' and anything that cuts out duplication must be good for a 'lean' organisation like MAP. Whatever we do with DOCOsoft will end up being on the repository so you only have to do the job once. It will be a major time saver, which is incredibly important because MAP is a lean organisation in terms of resources but IT systems can help us to keep fighting fit."

Ian Springett, Head Of Claims, Managing Agency Partners Ltd.

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For more information about how DOCOsoft's innovative workflow solutions can benefit your business, please contact us at: **+44 (0) 20 7955 2278** or **information@docosoft.com** or visit: **www.docosoft.com**