



## Increased Claims Handling Efficiency

### Stockton on Tees Council

JC Applications Development:

- 15 years experience in providing claims and risk management solutions
- Over 150 clients in the UK, Europe and the US
- Claims handling application can include; Premium Apportionment, Triangulation, Asset Register, Electronic Data Exchange GIS Gazetter On line claim submission Health & Safety module.

### Background

Stockton became a unitary authority in 1996 which resulted in a significant increase in the number of employees together with a newly assumed responsibility for Highways and Children & Adult Services. This necessitated the procurement of an electronic claims system so that the authority could have 'hands-on' access to claims information which could be readily shared with services. Additionally, as policy deductibles with insurers more than doubled, the 'hands-on' approach also extended to claims handling as the authority was no longer content to take a back seat and simply leave matters in the hands of insurers. With this in mind the authority sought out a technology solution and eventually decided on LACHS for Windows from JCAD. The fact that the system was already in use at many other authorities gave Stockton added confidence during the procurement process.

For many years the system delivered all that was needed; however over time it became apparent that Stockton needed even greater functionality and flexibility. Much of this need stemmed from the council's reliance on the system to capture all claim information. In addition to advances in technology the demand for management information, driven in part by the authority's evolving Risk Management culture, had also grown. The use of e-mail, scanners, and GIS were just a few of the developments that had been embraced by the council. Combined with this was a drive for greater E-Government and greater demand for tailored, departmental specific reports. It was clear that Stockton not only needed a claims management system that would meet these existing needs but a system that was both flexible and adaptable enough to meet its future needs as well.

### Solution

Before long the authority had a wish list of feat

'Most of the list was aimed at achieving a 'paperless office'. We were looking for a seamless interface with Microsoft Office products, email and document scanners, from a system that could also provide flexible and powerful reporting'.

Andy Cullen  
Senior Risk & Insurance Officer

For sometime Andy had been aware that JCAD was working on a new platform that promised to allow users to seamlessly integrate the latest products directly with JCAD LACHS and following an early product demonstration the authority was so impressed an upgrade was immediately ordered.



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### Results

The results obtained from the new version were impressive and provided all the efficiencies that the authority had hoped. For instance, almost immediately the council was able to make a substantial move away from paper based working. With the use of a document scanner the claims team have been able to increase the transfer of documents by email to around 90% of their communications.

*'In terms of reporting, the speed and flexibility of JCAD LACHS was also an area where the application excelled; reports can now be generated at the touch of a button, in a variety of formats and be emailed to managers within minutes of being requested'*

Through the integrated diary available insurance staff have almost total access to all claims correspondence whether ingoing or outgoing. This means that the majority of enquiries can be dealt with on one screen saving staff considerable time.

*'The move to JCAD LACHS provided instant and tangible benefits to Stockton and we've found its power and flexibility to perfectly compliment our way of working'*

### The Future

JCAD LACHS V3 had been in place for over two years and things progressed well at Stockton. Not standing still JCAD continued to develop the application and in mid 2008. released Version 4.

The vast majority of new features came about through client feedback with Stockton also adding its own requests. New functionality included online claims submission, health & safety incident reporting, bulk document upload, email templates

Stockton were an early updater of Version 4 and were migrated and installed in late 2008.

*'The move to JCAD LACHS provided instant and tangible benefits to Stockton'*

# JCAD

### JC Applications Development

Manor Barn  
Hawkley Road  
Liss  
Hampshire, GU33 6JS  
Tel: +44 (0)1730 712020  
Fax: +44 (0)1730 712030  
Email: [jcad@jcad.com](mailto:jcad@jcad.com)  
[www.jcad.com](http://www.jcad.com)

**If you would like further information on JCAD LACHS or any other of our products please contact us on:**

**Tel: 01730 712020**  
**Email: [jcad@jcad.com](mailto:jcad@jcad.com)**  
**[www.jcad.com](http://www.jcad.com)**