

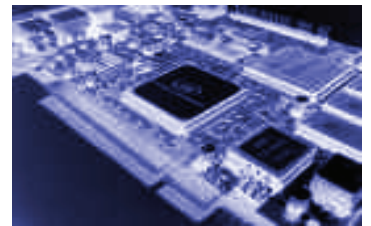
**JC Applications Development****London Borough of Ealing**A testimonial from **Bob Craik, Head of Insurance Services****Increased Claims Handling Efficiency****JC Applications Development:**

- 15 years experience in providing claims and risk management solutions
- Over 140 UK clients
- Claims handling application can include; Premium Apportionment, Triangulation, Asset Register, Electronic Data Exchange and Gazetter.

The insurance section manages claims against the council such as injury on public highways, subsidence damage (caused by the roots of street trees), landlord and tenant claims and damage caused by council owned vehicles. The section is also responsible for insuring the council's assets, advising council departments on their insurance needs, and insurance

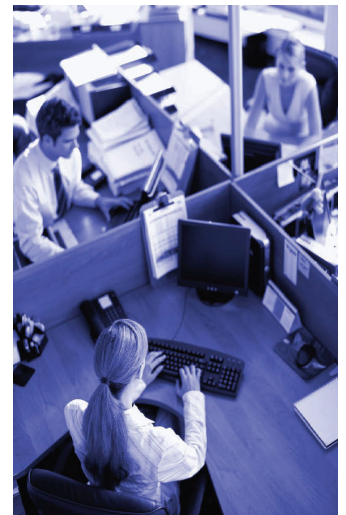
arrangements for community and voluntary aided schools.

For a large organisation such as Ealing the need to offer a robust and efficient insurance service is paramount and this has been achieved through the Implementation of the JCAD LACHS system.



Bob Craik comments, 'JCAD LACHS has **revolutionised our risk management and claims handling process**. We have been a client of JC Applications Development for almost 10 years upgrading from an older version to LACHS 2000 in April 2003. We use also the property register, contents register, motor fleet and lease register, premium apportionment and triangulation & fund modelling.

Reporting is **very flexible and comprehensive** including risk management report analysis and graphics, **best value** reports, **workflow analysis** identify bottlenecks which may be occurring with claims handlers, insurers, solicitors, loss adjusters etc.



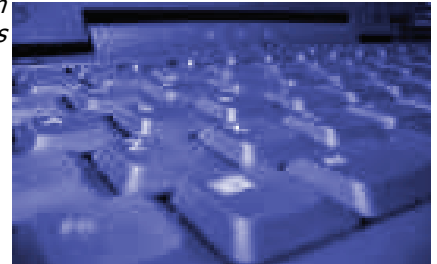
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**'LACHS 2000 is the Rolls Royce of claims handling and risk management systems,**

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*We find that the workflow facilities which provides each claims handler with his / her task list and direct link to the claims concerned has speeded up our claims handling process and provided a better service to our clients. The system holds the **complete claims information and history:** outgoing and incoming correspondence and e-mails, scanned documents and reports as well as digital photos of, for example, tree root damage, pavements involved in trips etc. This enhances the claims handling process since all func-*

*tions are contained within the system. JC Applications Development provide an excellent help and support service and are always willing to review ideas to enhance the product. LACHS 2000 is the **Rolls Royce of claims handling and risk management systems,** I would have no hesitation in recommending this product.'*



## Other case studies available

London Borough of Croydon  
Stockton on Tees  
Metropolitan Housing Association  
Suffolk County Council  
Caerphilly Council



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

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