

*JC Applications Development*

## Stockton on Tees Case Study

## 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.

Stockton became a unitary authority in 1996. This 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 in order 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 number of 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. Andy Cullen, Senior Risk & Insurance Officer says, **'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'**. 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 author-

ity was so impressed an upgrade was immediately ordered.

## Results

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

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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.**

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

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

## The Future

JCAD LACHS has been in place for over two years now and things are progressing well at Stockton. JCAD continue to develop the application to the highest standards, most of this through client feedback and are now looking to the next major release later in 2008. This new release will enable users to submit claims on line

as well as access reports via the web.



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

### JC Applications Development

Manor Barn  
Hawkey Road  
Liss  
Hampshire  
GU33 6JS

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