



# London Borough of Ealing Case Study

*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.*

## Requirement

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.

**'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'.**

Bob Craik Insurance Manager

It is precisely these features that make the LACHS system so popular. Since the initial upgrade in 2003, Ealing have continued to update their system so that in 2008 they had moved on to Version 3.8. 'We find that the workflow facilities which provide 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



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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 functions 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 is the Rolls Royce of claims handling and risk management systems, I would have no hesitation in recommending this product. Ealing also utilise the JCAD RISK system and were commended at the European Strategic Risk Awards in 2008. A separate case study is available regarding this.

