



May Gurney Case Study

Background

May Gurney was founded in 1926 and today employs 4,100 staff providing essential maintenance and enhancement services to clients in the public and regulated sectors. The former is focused on the core areas of highways, environmental services and facilities management, the latter on the utilities services, rail services and waterways services. There are a number of support services which contribute to the smooth running of the business. One of these is Insurance and it was in 2008 that the team contacted JCAD as it had been identified that current systems when combined with future anticipated workload, required a new integrated process.

Solution

The Insurance team reviewed a number of systems over a number of weeks in order to establish the best claims handling/management solution for their information needs. It was decided that JCAD LACHS would be best suited to their needs as it offered a user friendly interface together with the flexibility to run standard as well as ad-hoc reports. It also provided the ability to store all data relating to a claim electronically in one location. This last point was important as the benefits of a 'paperless office' would greatly improve the team's productivity. Once ordered, the implementation was relatively painless and straight forward. JCAD supplied the application which was very quickly installed by in house IT after which the Insurance team set about providing the historic claims data to the JCAD technical consultants to begin the process of data migration. With all historic data migrated and custom tables completed, the system went from prototype to fully operational within 8 weeks.

Results

With JCAD LACHS May Gurney now have a streamlined system in place that ensures the smooth handling of all insurance claims and the provision of management information. In fact the Insurance team is now able to provide the management team with information regarding individual claims or a series of claims quickly and with minimal fuss – something which was not previously possible. Using the diary/task facility has generally reduced the time taken to issue a response to the claimant, meaning the team has seen a reduction in paperwork from people chasing a response or update. The reporting facility is also being used to make employees more conscious of completing incident reports at the time rather than having to be chased for the information, and this does seem to have had an effect. "JCAD's obvious passion to ensure their customers are fully satisfied with the product and after sales support was also an influencing factor in our decision." Chris Butters, Insurance Officer

The Future

Going forward the Insurance team are keen to encourage greater participation, ownership if you will, of some of the claims that are received by the organisation. Understanding the background to a claim and the current progress obviously has an impact upon productivity, efficiency and thus costs. In view of this Commercial Directors, across the board, are now interested in understanding this impact. To facilitate this it is planned that they will have full access to the claims system so that they can interrogate the data directly. May Gurney are also interested in feeding into the development process at JCAD. As a well respected organisation they have a wealth of experience in their field some of which can be used to benefit other clients in terms of new features and functionality.

