



Solihull Metropolitan Borough Council Case Study

The present Metropolitan Borough of Solihull has existed since 1st April 1974 when the Local Government Act 1972 came into force and created Solihull Metropolitan Borough Council.

Problem

Prior to the implementation of JCAD's claims handling solution, LACHS, Solihull Metropolitan Borough Council used an MS Access database. Although in place for many years it was recognised that its restrictive functionality in terms of workflow, diary management reporting and customisation would at some point require it to be replaced. The Insurance team also required a system that would be future proofed and provide the ability to go "paperless" as the Council progressed to working in a more agile way.

Solution

As a well-respected solution in the public sector, the Council had known of JCAD for many years and when looking for a new solution they requested a demo of LACHS along with several other systems. LACHS was favoured due to its extensive functionality and comprehensive roadmap of continuous development.

LACHS offered the Council the most complete package and the team was excited to be able to manage the entire insurance function using the LACHS system.

The policy management element of the system allows all policies to be centrally stored, with all schedules and premium details linked together. The property and motor assets are also linked to the policies and claims too. Information is easily accessible and comparing premium details from one year to the next is simple. Diary and task management within the system has improved the efficiency of the team.

From a high of 800 four years ago the Council now deals with just 450 claims p.a. JCAD's contribution to this has been by allowing the team to be more proactive in claims management and looking at claims trends. Knowing what and where to focus attention has enabled mitigation measures to be put in place earlier. For example, the bulk of claims come from highways and housing and so dashboards have been set up for

these areas. Key information such as repudiation rates are easily accessible and are used to ensure that claims and insurance remain at the forefront of minds.

This greater intelligence has also given the Council important knowledge when it comes to negotiating with their insurers.

Solihull has been heavily involved in testing the latest development, LACHS 5 and has enjoyed being part of this journey which now sees them using a fresh new look system with an abundance of new features.

The next phase of implementation is to utilise the web-based online claim submissions for service areas and the public. This will only enhance their efforts to becoming a truly agile and paperless office.

Benefits

- ✓ **Complete insurance management system**
LACHS provides all the key elements to manage Solihull's insurance program; claims handling, asset management, policy management, premium recharge, scheduling, work flows and diary management.
- ✓ **Extensive data available**
Data allows for more accurate provisioning which will affect the Council's budget accordingly.
- ✓ **Paperless office**
Centralised system keeps all claim files, documentation, policy files and schedules in one place without need for hard copies.
- ✓ **Efficiency**
The ability to manage the entire insurance function using the one system has provided huge time efficiencies. Claims are added quickly and tasks managed easily.
- ✓ **Future Proof**
JCAD prides itself on continuously developing its solutions, maintaining market leader status. By using JCAD LACHS, Solihull can be assured that they will always have the latest in insurance software.

