
JCAD Ltd

Claims Management JCAD LACHS

Executive Summary & Summary
Definitions

“A combination of good software design, great support and a ‘can do’ attitude is what separates us from other software providers. This was true when the company was founded by my father 30 years ago and it’s still true today.”

Damian Crawford, CEO

JCAD MANAGEMENT SUMMARY

In business since 1992 and incorporated in 2009, JC Applications Development Ltd take great pride in our ability to develop world class software solutions and associated services that enable our clients to manage risk, compliance and claims more effectively. As a result, they are better placed to achieve their corporate ambitions, save time, money and offer a superior service to their stakeholders. This is proven by our last customer satisfaction survey where 98% of respondents said that they would recommend us.

With a turnover of approximately £2M and over 200 successful implementations JCAD is a market leader in the provision of claims handling and compliance management software to both the public and private sectors. Client representation covers many diverse industries including but not limited to;

- Housing associations
- Local government
- Emergency services
- Charities & NGO's
- Academia
- Finance
- Retail
- Construction
- Facilities Management
- Utilities

Unlike some providers who offer bespoke solutions, all JCAD's software is wholly "off the shelf". This enables us to keep costs low but still focus on the development of new functionality that is then shared across our entire client base. It is also worth pointing out that JCAD Ltd is also an ISO 9001:2015 accredited specialist application provider which means our systems and processes are impeccable. JCAD are also accredited ISO27001:2022 & Cyber Essentials Plus suppliers.

OUR PRODUCT

JCAD LACHS – Claims Management

Our claims handling application (LACHS) was first released in 1992 and has since grown to become the principal system used within local government. Over the past 10 years organisations in other sectors have sought out the benefits associated with its use and today it is in use at over 150 entities across the UK.

The application has been designed to provide a range of functions that make the Insurance Teams life easier and more productive which of course drives down costs and premiums. We have also developed a range of optional modules, for instance MOJ Portal, Electronic transfer of monthly data from insurer to JCAD LACHS, Asset Registers, on-line claims submission, premium apportionment, and fund modelling/triangulation all of which provide efficiency gains.

Our team of implementation consultants have extensive expertise in the migration of the valuable historic data. Our experience extends from in-house systems such as Excel based to commercial packages provided by such companies as Zurich, Aon, MIMS and NTT Figtree.

Clients include;

- LB of Lambeth
- Slough BC
- Dorset CC
- Essex CC
- LB of Enfield
- LB of Newham
- Transport for Wales
- Northumbrian Water
- Southend BC

Major benefits

- Client retains ownership of valuable data
- It allows for the more efficient and productive management of claims enabling clients to do more for less
- Provides a broad range of analytical MI, such as fund provisions, departmental financial analysis, greater RISK management information
- Reduces costs through having greater control over the claims handling process
- Potential to reduce premiums
- Provides better service to internal and external stakeholders
- Provides a single point of reference for all insurance claims

The application is offered as either an on premises or hosted solution. Our hosting is provided in the MS Azure environment.

They guarantee 99.99% server uptime through their robust, secure data centre at UK South in Reading.

Our Professional Services

Each of our applications is supplied with full client support and professional services in order to ensure a smooth implementation and continued pain free use. We are able to provide as much “hand holding” as is necessary however as all our applications are COTS (commercial off the shelf) implementation is relatively straight forward and therefore extremely cost effective. Having been involved in the development process, each one of JCAD’s support services staff are conversant with each application and have been responsible for many successful installations.

We take a train the trainer approach as this allows for the largest amount of information to be imparted over 1 or 2 sessions. The training to other users is then undertaken by the client as and when time and resources permit. As part of the implementation, we generally recommend a plenary session with all relevant client personnel to agree a plan as well as a subsequent session post implementation to ensure everything is satisfactory.

Support

JCAD provide exemplary support through our dedicated support desk.

- Telephone helpline available from 09:00 to 17:30 Monday through Friday excluding Bank Holidays and Christmas – Answerphone service at all other times
- Email support available during office hours
- Remote dial-in available during office hours
- Typically all support requests are resolved immediately or within 2 hours.
- If any fault with the product cannot be fixed via telephone, email, or dial-up diagnostic support (if made available) we will visit on-site for diagnostic and problem resolution, this visit will be chargeable if the problem is deemed not to be with our product.
- Minor bugs are recorded within our Defect Management System and fixes are released as EBF Scripts. These fixes will then be made available to all clients in the next release of the product.
- Major bugs are recorded within our Defect Management System and fixes are then made available to all clients in the next release of the product.

If there is a significant fault rendering the system unusable, then a fix will be made available to the whole client base in the shortest possible timeframe. **NB: This situation has never occurred.**

The use of our jCLOUD service means that the support also extends to hardware, patching, security etc.

Development Ethos

Future development is impacted by feedback from our existing clients. This feedback is garnered from contact in the shape of regular user groups, our on-line forum, support calls and an annual satisfaction survey. In our last satisfaction survey in 2022, 98% of respondents rated our products and services as either good or excellent.

All development is undertaken by our staff in the UK.

Exploration of Your Requirements

From conversations with you we will seek to understand the issues the business faces and how to resolve them through our technology solution. These are some of the most obvious areas where JACD LACHS is able to help.

- To provide a central repository for all insurance claims
- To provide more meaningful reporting, for example funding reports or FOI requests
- To enable more efficient working within the insurance team
- To reduce administrative burden
- To more effectively manage claims and thus reduce insurable risks, costs and payments
- To improve on certain processes such as monthly reconciliations, premium apportionment, insurable asset management

Method & Approach

JCAD LACHS has been proven to provide solutions to the aforementioned issues; this is demonstrated by our large and diverse client base of over 160 organisations.

Should you choose to partner with JCAD then the basic steps of the implementation process are as follows.

1. At point of order we request a backup of claims data from the existing system
2. We would normally visit for a pre-implementation meeting to discuss the build and agree approach. This is now often completed remotely.
3. With the backup we then spend a number of weeks migrating data into our own system
4. Once configured, we then make this prototype available for testing purposes and visit to provide training.
5. Additional modules will then be implemented and further training provided.
6. Once the system is approved and any amendments made, the system goes live.

Other services

Once a contract is terminated the client is able to download data into a flat file format. If required in a different format then JCAD may need to be involved and a consultancy fee will be levied.

The contract may be terminated by the client in notice is given 90 days before contract term anniversary.

Software updates are provided as part of the contract however, where additional professional services are required, such as data migration, training, etc then an appropriate charge will be made.

Invoicing is within 30 days of order unless otherwise agreed.

If an alternate SLA is required then JCAD Are happy to discuss this – however as an off the shelf system, support is generally not required.