

Service Definition

CLAIMCONTROL

G-CLOUD SERVICES

2026

Version: 1.0

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Innovation | Delivery | Integrity

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Alphatec Company Background

Alphatec was established in 1996 to deliver IT consultancy, services and products to the banking and insurance sector in the UK and internationally. There has always been a core set of values central to our approach which now underpins everything we do – Innovation, Delivery and Integrity.

Today, having built on our reputation for delivery of complex projects, we now serve various sectors including:

- Local Government
- Housing Associations
- Universities/Education
- Blue Light
- Construction & Civil Engineering
- Utilities
- Facilities Management
- Insurance
- Retail
- Transport and Logistics
- And many more

delivering solutions and ideas to help our customers gain the highest possible return on investment and to maximise the positive impact of their business change.

This long-term, principled, customer focussed approach has led to acclaim in the Sunday Times TechTrak 100 on two occasions and to enviable loyalty and trust from our clients.

The company has four primary lines of business:

- Hosted Software Products – AVERS, CaseControl, ClaimControl, H&SControl, Timebox & WASP
- Consultancy
 - Business Analysis
 - Project Management
 - Development and Integration Management and Design
- Business Intelligence
- Bespoke development and integration work

System Overview

ClaimControl is an award-winning cloud hosted claims, claims handling, incident and insurance risk management solution, that has been developed with the focus on capturing all relevant information and easily enabling access to those who need it throughout the organisation for reporting and analysis for the purposes of:

- Highlighting repeat offenders and to assist with fraudulent claims
- Providing you with ownership of the information and giving you independence from any insurer.
- Allowing you to record the information that is required by your organisation – including additional custom fields
- Ease of handling Freedom of Information requests and to assist in dealing with members of the public with real information
- Managing response times to ensure all Motor, E.L. and P.L. claims are dealt with within set timescales

- Reducing administration costs in dealing with claims and incidents
- Controlling and reporting on insurance costs
- Health and Safety reporting and Legal compliance
- Managing Processes – and identifying sub-contractors and root causes of incidents
- Triangulation reporting
- Policy management and analysis

As well as all the above benefits, the system has inbuilt:

- Document & Image Management
- GDPR Compliance
- Capability for automatic deletion of personal data
- Multi-factor Authentication
- SSO
- Audit logging and reporting
- Automated Workflows
- Automatic Actions (and escalating)
- Status driven SLA's to help automate the management of responses from external parties.
- Notes
- Scalability
- Unlimited Custom Field Inclusion
- Show / Hide Fields
- Claim Category Layout Customisation
- Word Add-In
- First Notification of Loss capabilities
- Secure claims portal / client view to allow directorate, regional or station level read only access to the current claims information, status and evidence restricted to their claims only (or wider if permitted, e.g. Senior Management)
- GEO Location & Mapping Facilities
- In-Claim Colleague Messaging
- Document Tagging
- MOJ Portal Integration
- Multiple Links Facility
- Events Logging/Tracking (Master & Sub-Claims)
- Custom Ad-Hoc Report Creation – Save for Future Use
- API Capabilities
- Business Intelligence Integration

This system is delivered as a hosted service and requires no up-front capital expenditure and no change to your IT infrastructure. This enables us to get you up and running quickly and means we handle all the support, maintenance and upgrades for you. The system was designed to deal with public sector organisations to ultimately save time and more importantly money with claims administration.

ClaimControl can also be compartmentalised, which allows for authorities who are moving too / have shared services, to benefit from using the system for one or all organisations under the shared service scheme.

Key Benefits

- Simple to Use/Implement & Powerful, Quick and more importantly, Easy Reporting
- FREE – Upgrades
- FREE – Once a Month Insurer / Claims Handler Uploads
- FREE – Monthly Training Webinars
- Historical Financial Load

- Work from Home, Hot Desk, Agile Work – Anywhere with an Internet connection
- No Servers required
- No I.T. Support for Server(s) required
- No Citrix / Thin Client requirement
- No Upgrade costs
- Future proofing the client's claims / incident system
- Lots of new upgrades per annum – created from feedback from existing clients
- Works in full on iPad, Tablets, Smart Phones and the screen is responsive, so will resize to use the full screen of the device you are using the system on.
- Drag and Drop images and documents directly into a claim
- Ability to e-mail directly from system
- Ability to e-mail directly into the system
- All maintenance and support are handled by Alphatec
- No Upgrading of hardware, nor the increase in costs
- No upgrading of Operating system, nor the increase in costs
- Generate payment files to pass to your accounting system or bank
- Multi-Factor Authentication
- SSO
- Client Specific API
- Business Intelligence Integration
- Reduced Administration Costs
- Reduced Cost of Reporting
- Independent Control
- Automated Workflows
- Root Cause Determination
- Interfacing with Other Systems
- Mapping/Geolocation
- ISO 27001 and Cyber Essentials Certified Supplier

Data Migration

All historical and current data is easily imported into ClaimControl using our data import upload spread sheet.

We work closely with our clients throughout this process, to ensure their claims data is provided to us in the correct format, to enable us to upload into the system and complete their account configuration.

Historical Document and Image Upload

This is done by the client using our free of charge uploader. This can be downloaded from our web site onto a client's pc / profile. Once downloaded, multiple documents and / or images can be uploaded against a claim or claims. If all documents and images are in individual claims folders and in turn in a master claims folder, the folder upload facility can be used to allow for smooth and seamless transition of all your documents and images into ClaimControl.

Resource and Project Plan

The following sections describe Alphatec's approach to the implementation of a new account carried out with all clients from subscription to go-live.

Resource

Alphatec will provide a vastly experienced team who have migrated lots of public sector organisations onto ClaimControl. Your account manager and the team will manage the project from initial discussions, through to account go-live on the client agreed date.

The team have a wealth of experience and knowledge in migrating public sector clients from their existing systems onto ClaimControl and will assist each client with their unique account configurations.

Identification of Needs

The client requires a software system to record, manage and externally host data for insurance claims arising for or against the client.

The solution will include the implementation process such as preparation, configuration, testing of the system ready for use. Migration of all data currently held on the client's existing system, to be completed by the client and testing of the data migration. It will also include training and support for this process with management and maintenance the database on an on-going basis and executed with the minimum of disruption to operations.

Proposed Solution

Alphatec will set-up and configure Claim Control for the client on our hosted and managed servers. We will work with the client to configure the account to their requirements.

ClaimControl

The provision of the ClaimControl system, complete with hosting, management and support and maintenance for the client.

This system provides a complete web-based solution for the management and analysis of Claims and Incidents. The system will be tailored to the client to meet their objectives, informational requirements and the reporting structure to enable reporting and analysis.

Historical Data Loads

Historical claims information will be loaded from an excel spreadsheet (or .csv file) supplied by Alphatec, which is in our agreed format and to be completed by the client. Once complete, the client will supply this to Alphatec detailing each of their historical claims, where each spreadsheet row relates to a single claim.

Alphatec will explain to the client how the columns from the spreadsheet are mapped across to the fields on ClaimControl. This is a good time for the client to clean-up their historical information.

Historical data relating to payment totals or individual payments can also be loaded from an excel spreadsheet (or .csv file) supplied by Alphatec, which is in our agreed format and to be completed by the client, in a similar way to the claims data above.

Client Solution Overview

The following table lists the available solution elements, either as module subscriptions or configurable elements.

Alphatec will establish with the client which of these are required, either as part of the sales completion or as part of the initial account set-up.

Item	Type	Required by Client?
FNOL	Subscription Module	
ClientView – Standard	Subscription Module	
ClientView – Enhanced	Subscription Module	
Client View - Premium		
Document Viewer	Subscription Module	Yes
Document Management Module	Subscription Module	Yes
Motor	Subscription Module	
Property	Subscription Module	
GDPR	Subscription Module	
API	Subscription Module	
Business Intelligence	Subscription Module	
Payments File	Subscription Module	
Historic Claim Data Load	Account Set-Up	
Historic Payments Data Load - Totals	Account Set-Up	
Historic Payments Data Load - Payments	Account Set-Up	
Historic Attachments Upload	Account Set-Up	
Monthly Payments Upload	Optional Configuration	
Email link out of ClaimControl	Optional Configuration	
Word link to ClaimControl	Optional Configuration	
Custom Link(s) out of ClaimControl	Optional Configuration	
Copy Claim	Optional Configuration	
Delete Claim	Optional Configuration	
Payment Approvals	Optional Configuration	

Assumptions

Historical claims information will be supplied in our agreed excel spreadsheet or .csv (comma separated values) text file. Alphatec will work through with the client and explain which columns from the spread sheet should be used to populate each of the fields within ClaimControl.

Timetable

Task Name (<i>italics = optional</i>)	Duration	Start	Finish	Resource Name
Subscription Document Received				
Project Kick Off				
Client meeting to discuss implementation scope, approach, plan, processes and timescales, identifying key people and dates.				Alphatec & [The Client]

Account Configuration				
E-Mail Account Set-Up spread sheet(s) to Client, including main system and any optional modules				Alphatec
Phone client and agree a date and time for an online web session to review the account set-up spread sheet and explain what needs to be completed and why				Alphatec & [The Client]
Complete the account set-up spread sheet and return to Alphatec		TBA	TBA	[The Client]
Review the completed account set-up spread sheet and go back to the client with any questions / queries if needed N.B. This process may require more than one iteration.	2 working days per iteration	TBA	TBA	Alphatec & [The Client]
Once the account set-up spread sheet has been reviewed and agreed, configure the Historical Claims data import spread sheet with information taken from the returned client account set-up spread sheet	1 working day	TBA	TBA	Alphatec
E-Mail client with the Historical Claims data import spread sheet		TBA	TBA	Alphatec
Phone client and agree a date and time for an online web session to review the historical data import spread sheet and explain what the client needs to complete and why		TBA	TBA	Alphatec & [The Client]
<i>Complete the historical claims data import spread sheet with c10-50 sample claims and return to Alphatec (optional step)</i>		TBA	TBA	[The Client]
<i>Review the completed historical claims data import spread sheet and go back to client if further clarification / sheet completion required N.B. This process may require more than one iteration.</i>	2 working days per iteration	TBA	TBA	Alphatec & [The Client]
<i>Once the spread sheet of sample historic claims has been reviewed and agreed, complete the historical claims data import spread sheet with the bulk extract of all claims from the source system and return to Alphatec</i>		TBA	TBA	[The Client]
Review the completed historical claims bulk data import spread sheet and go back to client if further clarification / sheet completion required N.B. This process may require more than one iteration but is effectively a fix-forward dataset.	2 working days per iteration	TBA	TBA	Alphatec & [The Client]
<i>If required, e-mail client with the Historical Payments data import spread sheet</i>		TBA	TBA	Alphatec & [The Client]
<i>Phone client and agree a date and time for an online web session to review the historical payments data</i>		TBA	TBA	Alphatec & [The Client]

<i>import spread sheet and explain what the client needs to complete and why</i>				
<i>Complete the historical payments data import spread sheet and return to Alphatec</i>		TBA	TBA	Alphatec & [The Client]
<i>Review the completed historical payments data import spread sheet and go back to client if further clarification / sheet completion required</i> <i>N.B. This process may require more than one iteration but is effectively a fix-forward dataset.</i>	1 working day per iteration	TBA	TBA	Alphatec & [The Client]
Once all spread sheets have been reviewed and all information agreed, set up the client ClaimControl account and upload all historical claims and payments into the system	5 working days	TBA	TBA	Alphatec
E-Mail client with the <i>Historic Attachments Uploader</i> information		TBA	TBA	Alphatec & [The Client]
<i>Phone client and agree a date and time for an online web session to review the process and explain what the client needs to do and why</i>		TBA	TBA	Alphatec & [The Client]
<i>Undertake the attachment upload</i> <i>N.B. Can be done after initial go-live if required</i>		TBA	TBA	[The Client]
Client Acceptance				
Once the system has been setup and all data loads completed, Alphatec to contact client and a date and time for an online web session to show the account to client and obtain account sign-off		TBA	TBA	Alphatec & [The Client]
Initial Training				
Alphatec to attend the offices of client and carry out the on-site training with all appropriate employees		TBA	TBA	Alphatec & [The Client]
Go-Live				
Go Live date to be agreed with client		TBA	TBA	Alphatec & [The Client]
Post Go-Live				
Alphatec to phone client and arrange a short follow up telephone conference call to go through any early questions and configuration tweaks (typically after 2-3 weeks)				Alphatec & [The Client]
Report Training				
Alphatec to phone client after the first 2 months of the client using ClaimControl and arrange their follow up system report training session at 3 months				Alphatec & [The Client]
Client Annual Review				

Alphatec to phone client close to the annual renewal / go-live date, to arrange an annual account review meeting				Alphatec & [The Client]
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Training

To help the client benefit in using ClaimControl from their agreed go-live date, we agree their first initial on-site/online training session with them, once they have signed off their new account.

This initial training session is carried out in steps, from the basics of logging onto to the system and the adding, updating and management of claims data moving forwards, to logging off.

Two / Three months after the client has gone live, we will carry out a further on-site/online training session. This follow on session is scheduled in based on the client's requirement.

As is with the initial session, we will assist the client, to ensure they are happy in using the system to date, with regards to the management of claims data, adding, updating, searching etc. Once this re-cap has been done, we then use the session to focus on the reporting of claims information, working through the vast array of standard reports that are built into ClaimControl, along with the bespoke report writing capability.

Initial and follow on training documents are supplied to the client before each session takes place.

Account Reviews

Once a client has received both of their training sessions, we then talk to the client on a quarterly basis, to ensure that they are getting the best out of the system. During these calls, we look to obtain feedback from the client for any possible amendments / upgrades that they feel would benefit the system and the users moving forwards.

At the end of each year after the initial subscription, we will arrange to meet with the client and carry out a complete account review. This review is carried out Free of Charge and is used to help the client in using ClaimControl, to highlight the new features that have been added into the system + obtain client improvements.

Monthly Webinars

As ClaimControl is continuously enhanced from client feedback and to ensure all clients understand the many features and functions that are built into our award-winning solution, we carry out short monthly webinars on a Wednesday at 10am.

These webinars are normally between 15-30 minutes in duration and highlight a particular aspect of the system, e.g. unlimited custom field inclusion and placement. All users are invited to attend and each webinar is recorded. The recording is sent to each user who registered and is available for any user to request access and view, if they were to miss any of the webinars.

We provide a menu of past webinars and future webinars to all clients, to ensure that all users maximise the full power and potential of ClaimControl.

Support Services for ClaimControl Operate

Customer support is provided by phone and e-mail during the hours of:

Mon- Fri: 9am to 5:30pm

Excluding UK bank holidays.

The applications are monitored 24 hours a day, 365 days a year, with 24-hour support at network, developer, and DBA level.

Customer Contacts

ClaimControl support telephone no:	0845 680 0218
ClaimControl email address:	support@alphatec.net
Account Manager:	TBA

Service Levels

Service levels are developed for each client on an individual basis following the areas below:

SLA Summary

SLA 1 Detail

- Critical Problems causing hosted downtime
- Initial response within 15 minutes of notification of error for 95% of errors, initial response within 30 minutes for remainder of errors
- Fix strategy communicated within 4 working hours of notification of error
- Solution or work-around within 0.5 working days for 90% of errors

SLA 2 Detail

- Problems causing hosted downtime or severe service degradation
- Initial response within 15 minutes of notification of error for 95% of errors, initial response within 30 minutes for remainder of errors
- Fix strategy communicated within 4 working hours of notification of error
- Solution or work-around within 1 working day for 90% of errors

SLA 3 Detail

- Non-Critical Problems
- Initial response within 4 working hours of notification of error for 95% of errors
- Fix strategy communicated within 1 working day of notification of error
- Solution or work-around within 2 working days for 90% of errors

SLA 4 Detail

- Minor Problems
- Initial response within 1 working day of notification of error for 95% of errors
- Solution or work-around within 4 working days for 90% of errors

Service level documentation is distributed and there are meetings or conference calls with stakeholders and all matters discussed.

The Account Manager will escalate any issues when SLA's, are not regularly met.

Business Continuity and Disaster Recovery

The Business Continuity and Disaster Recovery Plan provide details of our approach to cope with the effects of an emergency. The document provides the basis for a relatively quick and painless return to “business as usual” regardless of the cause and outlines communication, key contacts, responsibilities and forms to be used to co-ordinate recovery.

This document is available upon request

Future Proofing & Cost Implications

ClaimControl has lots of new releases per annum enabling us to respond quickly to the growing demands and sophistication of our users and available technologies.

Being a hosted system, there are no upgrade costs and no disruption that is normally part and parcel of an on-site upgrade to a system.

All future upgrades to the ClaimControl claims management system are included in the subscription cost.

All ClaimControl releases are tested, deployed and implemented by Alphatec and there is no additional cost or infrastructure required by the Council.

Users are notified that the upgrade has taken place when they log onto the system and are shown a summary of the main changes together with a link to the detailed documentation of the upgrade.

Alphatec – Accreditations



ISO 27001:2013



Cyber Essentials

Data Centre - Accreditations / Compliance



ISO 9001:2008



ISO 27001:2013



ISO 2000:2011



ISO 14001:2004



Cyber Essentials



Child Safety Online



PCI DSS

Data Protection

SAS 70 / SSAE16



SOC 1 and SOC 2

Choose Alphatec

- Over 30 years of experience in delivering complex systems, solutions, consultancy and support to clients involved in banking, claims management, insurance broking, financial services, construction, civil engineering, manufacturing, retail and many more.
- UK based experts on hand to provide detailed assistance and support.
- A wealth of knowledge in the public sector.
- Cost effective solutions saving our clients time and money.
- Configurable solution to your terminology and structure
- FREE Upgrades – Created from feedback from users and prospects.
- Don't just take our word for it, ask and we can introduce you to any of our clients, with regards to working with Alphatec and discuss with them, the many benefits, advantages and savings that ClaimControl WILL deliver.

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