Lucas Fettes Case Study

As with many organisations in the industry, Lucas Fettes were facing increasing shortfalls in valuable staff resource by the need to manually enter and process information in TAM from Excel spreadsheets. As their IT solutions partner for over ten years, they decided to see how we could help. After listening to their needs, we were able to deliver a tailored, cost effective utility that eliminated this labour intensive and frequently bemoaned aspect of debit management.

LUCAS FETTES
& PARTNERS

Name: Lucas Fettes and Partners
Website: www.lucasfettes.co.uk
Location: London, Manchester
Established: 1980

We deal with a number of large property risks with property owners who have multiple properties where each one may contain 100 flats and each of these flats will have its own premium. This means that we could be dealing with 2/300 debits that need to be entered into the system. This information comes from the insurers in the form of an Excel spreadsheet that we used to have to manually rekey into our TAM system.

If there were errors we would have to go back through pages and pages of work and some of the errors could be contained within the same premium which meant searching for the correct risk. It was really time consuming and open to mistakes.

What Insurecom did was to build an integration that allowed us to hit a button and create all of the debits in TAM without having to rekey the information. This has saved us approximately one or two working days a month – it has been really helpful and it has got rid of the possibility of human error.

We did some testing and development with Insurecom on the utility before it was installed and modified it slightly. There are four different lines to enter from one premium so Insurecom had to ensure that the utility could process multiple debits and not just the premium for insurance.

It has changed the physical process that the staff have to go through and they are now very confident with using it. Sometimes when something is new and you come up against a problem, people can go back to their old way of working but our staff are now very confident with the process.

Not only has the utility helped, but the general support for TAM has definitely improved over the years and we are glad that Insurecom has taken the decision to develop their Commercial Lines offering as it is massively key for us in terms of improving our efficiency.

For further information contact Ed Sexton Communications and PR Executive

–email ed.sexton@insurecom.co.uk or call 01273 852060.

Editors Notes

Insurecom is a leading provider of tailored technology and infrastructure solutions for the general insurance industry. Insurecom products connect general insurers to intermediaries and intermediaries to consumers.

Close to 1 in 5 general insurance intermediaries now relies solely on Insurecom software.

Our products include the groundbreaking agencyPlus and CarbonASP, and the established tamUK, tamXpress and quoteXpress.

Insurecom also runs InsureServe Marketing to harness customer buying power to broker exclusive deals.

Insurecom is fully Polaris integrated.