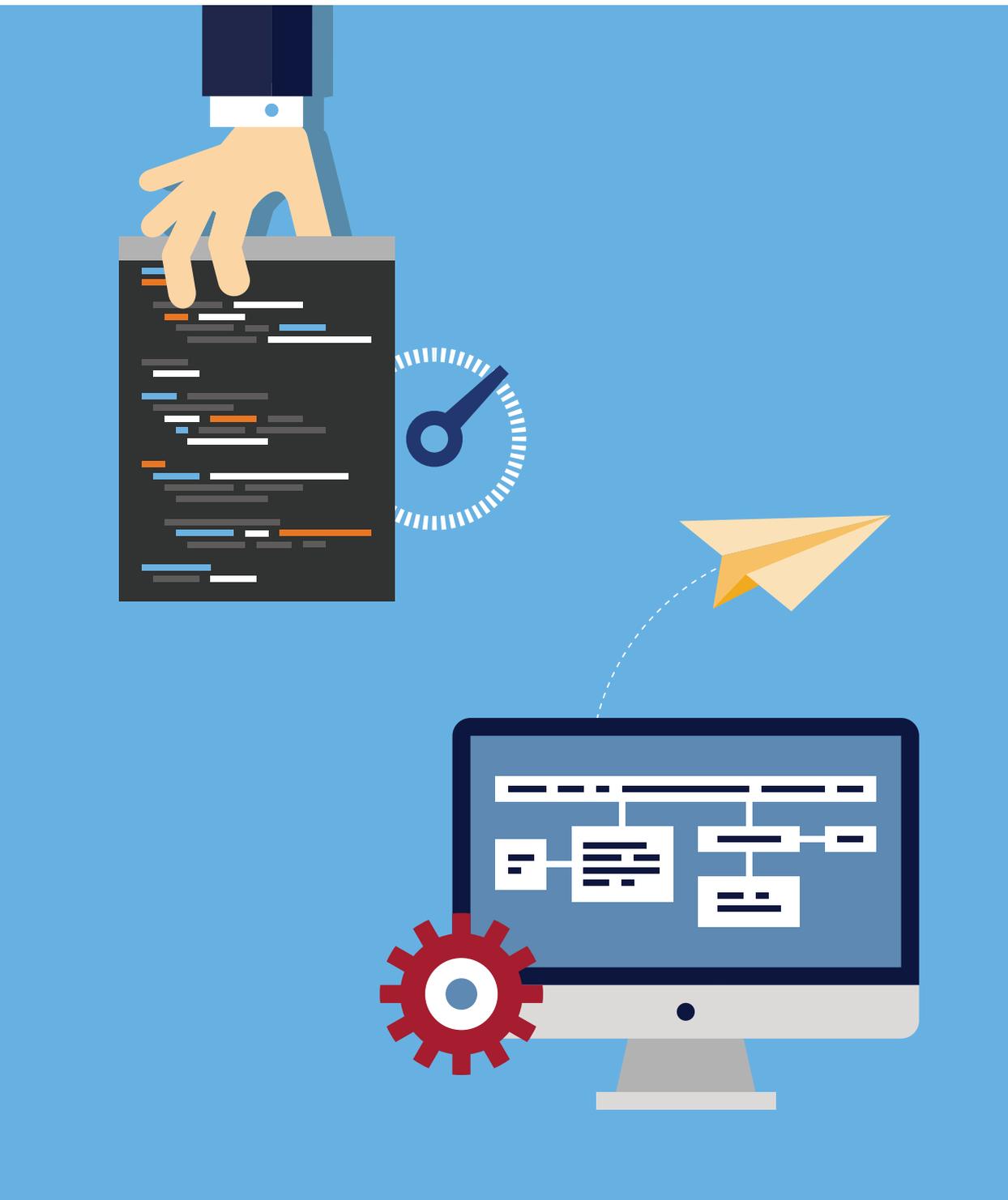


**JCAD LACHS:**

## Claims handling software



Maintain historic data



Powerful & flexible reporting



Faster claims processing



Improve consistency



Paperless office



Quick implementation



Cost effective



Increased agility



# Improving claims handling efficiency

Claims handling can be a complicated process. It requires quick action, effective data management and strong customer service skills. And it's not just about settling claims - effective claims management teams must also work hard to detect fraud, identify and mitigate risks and reduce costs.

## Streamline the way you work

Whether you outsource handling or self insure, monitoring accurate data is essential for informed analysis. LACHS enables you to retain valuable data and improve the claims handling function. The software enables all documents, images, forms and other details associated with a claim to be saved to, and accessed from a single location, making it quick and easy to find information.

## Speed up claims processing

Key features within LACHS enable the more efficient administration of claims. Through these, claimants receive better service, your organisation saves money and handler's time is more profitably spent. Examples of time saving functions include: online claims forms, uploading of monthly bordereau data from insurers/brokers and client defined workflows.

## Improve accuracy

The powerful data management features in LACHS can reduce the amount of time spent entering data and helps to ensure your information is both correct and up-to-date.

## Be more consistent

Collect and store data in the same way for each case, helping to meet deadlines, follow agreed timelines and making it easier for everyone on the team to share tasks. Templates for emails and reports ensure a consistent level of quality.

## Save money

Through more complete data you are able to learn from past incidents and therefore mitigate future risk. Financial data can also be easily used to identify savings that the insurance team has made, thus substantiating the value they add to the business.

## Improved governance and compliance

Follow best practice and track workflows and tasks throughout the lifetime of your claims from notification, litigation through to settlement. Manage the insurance team's resources through re-assigning workloads across handlers and ensure governance and compliance are met through fully audited data management.

## Leverage data

Get the most from your data with powerful dashboards, reporting and analysis functions. Learn from past mistakes, improve systems and enhance workflows. LACHS has a flexible reporting tool that allows you to interrogate data from many different perspectives and analyse data from different angles. A range of reporting layouts allow you to see data in terms of financial and performance analysis. Create and configure your own reports from a range of data grouping and layout options and share these reports with the rest of your team.





*“JCAD is committed to continuous development to ensure our products are the best available on the market. The latest LACHS development is a testament to this ethos. We are proud to be growing our client base while maintaining satisfied customers who have been with us for many years.”*

# Dedicated to development

**Damian Crawford,**  
JCAD Managing Director

Our latest version, LACHS 5, is the result of a three-year development project to rebuild our claims handling software from the ground up and maintain our standing as the best claims handling software on the market.

<b>Interactive Dashboards</b>	Keep the information you need right at your fingertips and personalise the layout so it suits your needs.
<b>Image processing</b>	View, share and store images digitally, along with the rest of a claim's documentation.
<b>Email facilities</b>	From sending and receiving messages, through filing them and providing templates, LACHS makes correspondence simple and quick with its range of email tools.
<b>Document handling &amp; previewing</b>	Keep everything relating to a single claim together and in one place, making it easy to find the right item when its needed. Quickly view and select documents without having to open a file.
<b>Task lists</b>	Save time and prioritise your workload with automatically generated task lists.
<b>Reporting and analytics</b>	Spot trends, find patterns and make the most your data.
<b>Historic data management</b>	Details about closed cases need to be kept for a certain length of time. Save office space by digitising the old files and make it easier to access information when it's needed.
<b>Scheduled data upload</b>	Save time, avoid repetitive data entry and improve accuracy by automatically uploading extract claim files directly from the insurer or broker.
<b>Modular system</b>	You can customise your JCAD LACHS system with a range of modules that can be added on to further enhance how your team operate. Modules include: Asset Register, Online Claims Submission, Premium Recharge and the MOJ portal module.
<b>Litigation</b>	The litigation module comes as standard in LACHS 5. This module is designed to help manage claims in the pre-litigation stage.

# Why choose JCAD

Here at JCAD, we have been providing specialist software for over 25 years. We know claims handling inside and out and we work closely with our clients to continually develop our software, ensuring it meets the needs of real users.

We are a family run business that is committed to providing high-quality tools that help you do your job better and faster. To date, we have more than 200 clients and in excess of 20,000 users benefiting from our scalable, intuitive and cost effective software.

Our small, friendly team is dedicated, knowledgeable and from your first phone call with us, through to integration, training and beyond, we aim to provide you with the highest level of customer service possible.



*“Utilising LACHS has transformed the way we manage our claims handling. It has given us the means to be proactive in reducing the number of claims we receive. With between 400-500 claims annually we are pleased to have streamlined our processes while significantly reducing our premiums. JCAD’s expertise meant that implementation was painless and ongoing support is fantastic!”*

**Kelly Lovelock,**  
Insurance Manager,  
Newcastle University

For more information or to arrange a demo please contact us:

T: + (0) 1730 712020

E: [jcad@jcad.com](mailto:jcad@jcad.com)

W: [www.jcad.com](http://www.jcad.com)



JCAD

