

claims management

MANAGE CLAIMS INTELLIGENTLY, EFFECTIVELY AND EFFICIENTLY

OVERVIEW

Claims made against business enterprises and public sector organisations are costly in terms of settlement and the time taken to investigate and handle them. Relevant protocols must be followed regarding the time taken to respond to the initial claim, the investigating period and the correspondence with the claimant and their representative. A thriving 'compensation culture' has made it essential for companies to have the right strategy in place to more actively manage the claims they receive. A key part of this is the need to have a single place to record, store, monitor and manage all documentation and information relating to claims. PRIME Claims Management provides an intelligent approach to managing claims efficiently and effectively.

HIGHLIGHTS

- Single repository for recording, storage, monitoring and managing
- Access from central office and multiple remote sites
- Live management reports
- Customisable templates for correspondence
- Automatic creation of legal documents such as CRU1
- Interacts with PRIME Accident & Incident Reporting
- Storage of scanned documentation and photographs
- Reminders and alerts to keep you within protocol timescales

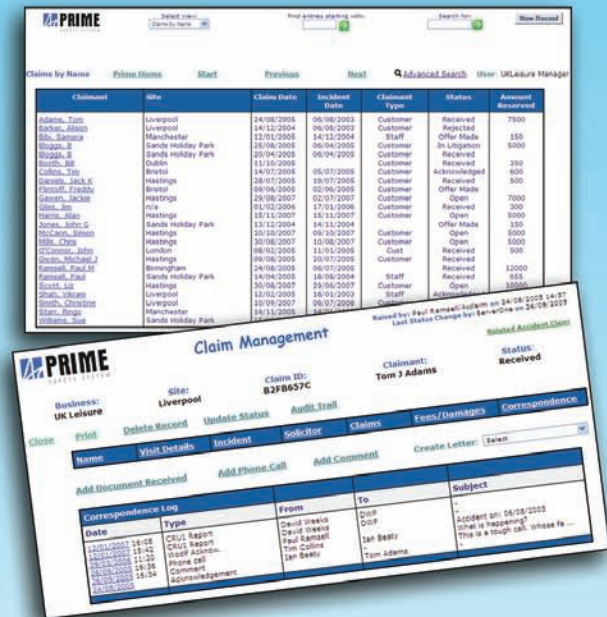
HOW IT WORKS

PRIME Claims Management has been designed to make handling claims made against your company as straightforward as possible. It can be used from both Head Office and on-site, providing live management reports of all elements of claims management, such as current liabilities, costs and fees as well as correspondence.

Designed with the user in mind, recording and accessing the data on PRIME could not be easier. PRIME Claims Management opens with a view of all current claims. The user can easily change to view the information by name, date, and site or access the relevant claim directly via the quick search facility, by postcode, phone number or another recorded value.

easy to navigate information screens

Relevant information, from claimant details through to correspondence records is entered on an easy to complete form. Security is maintained by enabling authorised users to amend details within the report via an edit button, which can be locked to prevent editing by unauthorised users or after a claim is closed.



a single accurate reference for reports

All forms of correspondence can be recorded, including logging telephone conversations and other comments. In addition, letters can be generated from a set of predefined templates. The costs associated with a claim; damages, fees and legal costs etc. are recorded in the system, providing a single, accurate reference for management and status reports

automatic alerts to warn of upcoming or elapsed deadlines

PRIME Claims Management incorporates tools to keep you informed of the level and status of claims against your company. As a claim progresses the various stages of acknowledgements, replies and action are recorded and the status updated. The claim can be viewed by status from the opening screen. The system automatically monitors the time claims remain at different status levels, providing alerts if a predefined timescale is upcoming

Data from the system populates a number of standard management and user reports, and customised reports to suit your needs can be written. In addition to the on-screen reports with links back to the actual claim record, data can be viewed through a selection of Excel spreadsheets.

written from a user's perspective

PRIME Claims Management is an intuitive, easy to use and comprehensive solution to managing and handling claims. It can link to other PRIME modules such as PRIME Accidents and Incidents to provide seamless processing of claims. Written from a user's perspective, PRIME Claims Management capitalises on the knowledge and expertise of the PRIME team to produce a system that is easy to use, adaptable to meet your needs and comprehensive without being over-complicated.

Site	Number of Claims	Total Amount Reserved	Fees + Damages
Birmingham	1	12000.00	0.00
Bristol	1	200.00	440.00
Dublin	3	350.00	0.00
Hastings	1	31500.00	150.00
Liverpool	7	11500.00	1425.00
London	4	900.00	0.00
Manchester	1	100.00	0.00
n/a	1	300.00	0.00
Sands Hol	1	0.00	0.00

Year	Month	No. Claims	Reserved	Paid	Damages	Fees
2007	Jan	6	£29,880.00	£16,300.00	£10,500.00	£5,860.00
2007	Feb	17	£79,900.00	£2,739.51	£3,150.00	£99.51
2007	Mar	32	£170,550.00	£13,261.49	£7,442.75	£9,817.74
2007	Apr	64	£206,900.00	£21,010.39	£16,773.97	£4,836.42
2007	May	62	£221,561.00	£25,111.14	£15,890.95	£11,404.64
2007	Jun	71	£301,760.00	£8,975.70	£15,706.50	£875.20
2007	Jul	89	£421,250.00	£20,318.80	£16,269.50	£13,029.30
2007	Aug	98	£146,750.00	£4,498.95	£2,298.50	£50.00
2007	Sep	34	£156,000.00	£3,696.36	£360.00	£1,456.36
2007	Oct	7	£24,050.00	£400.00	£689.00	£97.90
2007	Nov	14	£54,500.00	£776.90		
2007	Dec	7	£54,500.00	£776.90	£107,220.57	£57,868.00
2007	Totals	508	£2,264,761.00	£144,398.65	£107,220.57	£57,868.00

TECHNICAL FEATURES

- Fully hosted on dedicated servers, available 24 hours
- No additional in-house hardware or software requirements
- Subscription service, a flat annual rate, service and user levels can be changed easily
- Supported by expert technicians and specialists in IT and health and safety



Unit 3 Power House, Higham Mead
Chesham, Buckinghamshire
HP5 2AH United Kingdom

T 01494 778877

F 01494 786468

E info@prime-systems.net

www.prime-systems.net

AN INTELLIGENT APPROACH TO MANAGING CLAIMS EFFICIENTLY AND EFFECTIVELY