



INVU:

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INVU IN ACTION: A Lindenhouse Case Study

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Carole Nash Insurance

Altrincham, South Manchester & Dublin

Up until 1985, Carole Nash was employed by a major Manchester-based insurer to manage their vintage motorcycle insurance scheme. But when the company made her redundant, she decided to buy the book of Classic Bike business from them and set up her own business. Today, Carole Nash is one of the UK and Ireland's top 50 insurance brokers and by far the biggest motorcycle insurance specialist; one in every three bikes on the road in the UK is insured by Carole Nash. The company employs over 300 staff in Manchester, a further 30 in Dublin and a mobile staff of over 20 specialist bike mechanics. The business has expanded from its original niche of motorcycle insurance to include car, household and travel insurance as well as motorcycle repair services. More information is available on the company's website www.carolenash.com.

Both management and staff at Carole Nash are generally very receptive to advances in new technology – especially where they obviously deliver improvements to processes and, as a consequence, improve customer satisfaction levels. In the last few months Head of IT, Les Boggia has been very busy delivering numerous IT projects designed to improve the functionality of both Web and Network-based systems at Carole Nash.

Having successfully delivered improvements to Process Flow by installing new software from Misys, Les was keen to support this advance by purchasing a new document management system. After all, it's no good speeding up all the processes, if it only leads to a paper jam because the document imaging system can't keep pace with the rest of the company, causing process problems such as performance and limitations on functionality.

Although Les considered three different document-imaging systems to replace the old one, the INVU system from Lindenhouse soon became the front-runner. This was because Misys pointed out that Lindenhouse had done the work to integrate INVU with Misys for print capture. Ultimately, this was the major reason why Les selected both INVU and Lindenhouse.

"When you're buying different software systems from different suppliers, one of the biggest fears is that they won't 'communicate with each other' when they're installed," says Les Boggia. "So it was a bit of a clincher to discover that Lindenhouse had already done the work to ensure that INVU would integrate with the Misys software that we had already put in place."



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Ultimately, this proof of integration was the major reason why Les selected both INVU and Lindenhouse. And it was a good choice because Lindenhouse made the systems transition easy:

"Lindenhouse did an excellent job at training and all staff took to the new system well and quickly. They have been very responsive to all the issues that we have come up against."

So how has INVU improved process performance for Carole Nash?

Although the transition from old system to new went well, the migration of old documents took much longer than anticipated – simply because of the sheer volume involved. However, once migrated, the ease of accessing documents from the new system was immediately apparent to Carole Nash employees.

"INVU print capture is also a big benefit because it has a much greater storage capacity than the previous system we were using," reports Les Boggia. "We now use INVU for the storage and retrieval of all documentation. Our intention is to extend it into other departments and to use INVU across the company as the document store for all archiving."

"The INVU Workflow system definitely assists the Claims Department with the flow of incoming documents. The technical support team scans the documents for claims and these are then sent into the workflow which is picked up by the Claims Team. The documents are then allocated to the claims handler and dealt with. It's all very smooth and successful and it has definitely improved the quality and accuracy with which claims correspondence is dealt with."

Carole Nash is currently looking to roll the workflow system out to other areas of the company.

About Lindenhouse

Lindenhouse provides quality IT products and services to a wide range of clients. The company is an INVU solution provider and develops bespoke software to provide integration to all Insurance/financial services back office systems. Lindenhouse is a Premier Partner of INVU Services and is the world's largest reseller of INVU software. For more information, see www.lindenhouse.co.uk

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