

## A Lindenhous Case Study

**Chris Knott Insurance,  
Hawkhurst, Kent.**



Tucked away in an attractive Kent village, Chris Knott Insurance is no backwater of the insurance industry. This broker is very much at the heart of things when it comes to developing niche markets that deliver substantial business volumes. A key specialist area for CKI is the insurance of enthusiasts' cars. Alliances have been developed with dozens of owners clubs, covering makes such as Alfa Romeo, Volvo, Saab and Mercedes-Benz and a plethora of smaller clubs dedicated to specific models. Car club members are savvy when it comes to finding the best insurance deals, so success in this market place is evidence of CKI's competitiveness.

Another CKI specialism is the provision of church and charity insurance. At some brokers, these categories are treated similarly to businesses and offered standard packages. CKI aims for deep understanding of the client's insurance needs and customizes cover to make sure they are not unduly exposed to uninsured risks. This thoughtful approach is similarly apparent in the home insurance market where relationships have been built with several leading insurers, enabling CKI to offer exceptional home & contents insurance terms. Single trip, annual and group travel policies are also offered.

**"We operate in competitive segments of the market,"** points out Nick Day, who leads on IT for CKI and designed the corporate website. **"This means that we have to improve efficiency and save costs, whilst continuing to offer attractive cover terms and exceeding client expectations whenever possible. Our admin people strive to ensure that client relationships run smoothly, with proposals, renewals, claims and other documented events handled effectively and records kept easily accessible to authorized personnel whenever or wherever required."**

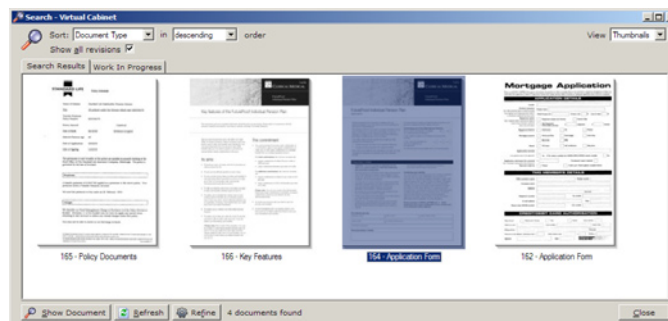
**"This kind of business can generate inordinate amounts of paperwork and we have been working for some time on a strategy that will lead to an almost paperless environment, where we don't waste space on unnecessary document storage or waste staff time on searches for client files. Our attention recently turned to the need for a document management system that would eliminate such waste and enable us to respond even more rapidly to client enquiries. When we checked out the options, we found that Virtual Cabinet from Lindenhouse Software came out on top in terms of both functionality and initial cost – and offered big future savings."**

**"We chose Lindenhouse also because we saw it as crucial that the system we adopted should be user friendly and fully compatible with the specialist software we use, particularly Open GI. We wanted functionality that went beyond the scope of Open Attach feature of Open GI but involved a low operating cost. We liked the way the Lindenhouse people listened first before trying to tell us what we should have, then explaining how they would meet our requirements and at what cost. They**

**also engendered confidence as regards the installation process, staff training and any ongoing support that might be needed."**

**"This confidence in Lindenhouse proved to be fully justified. Our setup here made the installation process particularly complex, but the Lindenhouse experts went to great lengths to ensure that the new system worked for us as it should. They liaised closely post-installation with our outsourced IT team to resolve the inevitable teething issues that arise with the initial operation of new integrated software. Our experience clearly shows that Lindenhouse is not one of those companies that just leaves clients to get on with it."**

Gaining access to paper records is often detrimental to client service, especially compared to a system that delivers virtually instant access to any authorized person. Paper records also increase financial cost through added staff time and office space requirements. Virtual Cabinet is a total information management solution that stores, tracks and manages all office paperwork and allows information to be held and shared securely. As Chris Knott Insurance foresaw, significant efficiencies can be achieved, customer service improved, a clear audit trail provided and regulatory compliance strengthened. In addition, a superior DMS such as Virtual Cabinet can improve archive security and allow the destruction of hard copies of documents whilst guaranteeing that records may be accessed subsequently in a swift and compliant way.



Once stored into Virtual Cabinet, documents can be quickly retrieved.

Lindenhouse Software is one of the UK's leading DMS providers and its Virtual Cabinet product enables all users to benefit from an affordable solution. At very modest cost per individual user per month, Virtual Cabinet offers the essential features of far more costly systems, and then some. It gives brokers such as Chris Knott Insurance, financial advisers and other businesses a competitive boost by helping to streamline customer service, saving space and reducing wasted staff effort. In addition, Virtual Cabinet provides the facilities to produce a full back-up of all paper-based documents. It is indeed the complete, affordable document management solution.

### About Lindenhouse

Lindenhouse provides quality IT products and services to a wide range of clients. The company is focused on document management solution provision and develops bespoke software to provide integration to all insurance and financial services back-office systems and to practice management systems in both the Accountancy and Legal sectors. Lindenhouse have installed 1700 document management systems to date and are rightly proud that it retains 95% of its support contracts – a testimony to the dedication and professionalism of the company's technical staff and help desk.

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