

INVU IN ACTION: A Lindenhouse Case Study

**Prestige Group (underwriters & brokers)
Northern Ireland**



Successful insurance broker George Storey began building the Belfast-based Prestige Group back in 1997 in response to a lack of available competitive insurance products in the Northern Ireland market. The group has since been developed and become a key component of the insurance market not only in Northern Ireland but also in the Republic of Ireland. Below the holding company sit half a dozen subsidiaries that employ some 500+ staff generating about £160m gross written premium annually.

Underwriting activities are carried out by Prestige Underwriting Services Ltd and Prestige Underwriting Services (Ireland) Ltd. Personal insurance broking services are provided across Ireland by Abbey Insurance Brokers Ltd, whilst Abbey Bond Lovis Ltd specialises in larger commercial risks. Claims are handled efficiently by Claims Management Limited and insurance broking software is supplied by Cover.Net Ltd.

“Cover.Net is a web-based software platform that allows intermediaries to access our products and pricing systems,” explains Prestige IT Manager William Matier. **“It is an integral element of the group’s operations, so any new systems we introduce here must be fully compatible and integrate effectively with it and with other systems in use by subsidiaries including our Abbey broking businesses, such as Open GI quote and document creation.**

“The volume and variety of business we handle here at Prestige Group can produce enormous amounts of paperwork. In recent years we were finding that the management and storage of essential documents placed increasing pressure on staff resources and office space. This naturally translated into a large financial cost and it led us to explore the possibility of installing a computerized document management system that would allow rapid access to documents by multiple users.

“We identified the need for a system that would help us to maintain the high standards of client service that reflect our corporate ethos and ideally pay for its keep in terms of savings in office space and staff time. And as I’ve mentioned it was also important that the system we chose should be both user-friendly and compatible with the computer systems already in use by the group. We looked at a number of options and concluded that Invu from Lindenhouse Software would be our best choice, not least because of this supplier’s expertise in creating comprehensive, customized solutions rather than just providing a standard package.

“A solution based on Invu ticked all the right boxes for us and we were impressed with Lindenhouse’s willingness to sit down and listen to what we had to say about our specific requirements and explain how the system would meet them and what the costs and projected savings would be. Lindenhouse also reassured us with their proposals for handling the installation process as well as staff familiarization and training and the delivery of any ongoing support we might need once the system was up and running.”

An effective DMS is much more than just a document scanning system. Invu is a complete information management solution that stores, tracks and manages all office paperwork and allows information to be held and shared securely. Significant efficiencies can be achieved, customer service improved, a clear audit trail provided and regulatory compliance strengthened. In addition, a good DMS like Invu can improve archive security and allow the destruction of hard copies of documents in the safe knowledge that records may be accessed in a quick, efficient and compliant manner.

As with any system that has proved successful, Prestige Group reviewed the contribution that their original Invu 5.4 system had been making to its businesses and looked to add further benefits and make these available to more areas of the group. Lindenhouse provided advice and support during this process of developing a centralized IT platform for the group as a whole and ensuring flexible integration not only with Open GI in the broker areas but also with Cover.Net.

“One particularly impressive aspect of the Lindenhouse service,” William Matier adds, **“is the company’s ability to adapt and develop software to perform useful extra functions and so produce a solution that is all-encompassing. At Prestige Group, additional software elements authored by Lindenhouse have been developed to complement the Invu package, enabling print capture and facilitating full integration.**

“The diversity of our group’s businesses means that rollout is currently an ongoing process. Lindenhouse experts have helped tremendously with migration of the original system install, including the set up for our Abbey brokers, whilst linkage with Cover.Net should also deliver operational and commercial advantages. We are looking forward to reaping the full benefits of our investment in a centralized system when rollout is completed.”

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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