DOCOsoft

Insightful InsurTech

Intelligent software solutions for insurers and reinsurers

We provide insurers and reinsurers with complete claims management systems that streamline how firms measure risk, manage capital, and efficiently reimburse clients recovering from a loss.

Save time and get ahead

Through our integrated claims management system, we help maximise performance, enabling teams to save time and get ahead. We bring clarity to a complicated marketplace by providing solutions that adapt and scale to meet your business needs.

Automated intelligence with the human touch

We make life easier for our clients by designing and delivering innovative claims management technology systems and bespoke data analytics solutions. Our products empower people through automation, so your teams can concentrate on the challenges only humans can handle.

A platform for complex claims

With its market-leading claims solutions, DOCOsoft is a recognised innovator and multi-award winner. We work with some of the industry's biggest insurance brands, making sure their claims handlers have the tools they need to make sense of a complex and fast-moving claims environment. So our services and customer experience have to be best-in-class.

"The DOCOsoft CMS helped us turn claims around in nearly half the time it took before. We have better controls in place, and the DOCOsoft CMS helps us to provide a better service."

Greg Long, Head of Claims, STARR

DOCOstats

Up to
50%
reduction in claims handling turnaround time

Over
30%
Lloyd's market share

Over
1.5 million
messages per month handled by DOCOsoft

Over
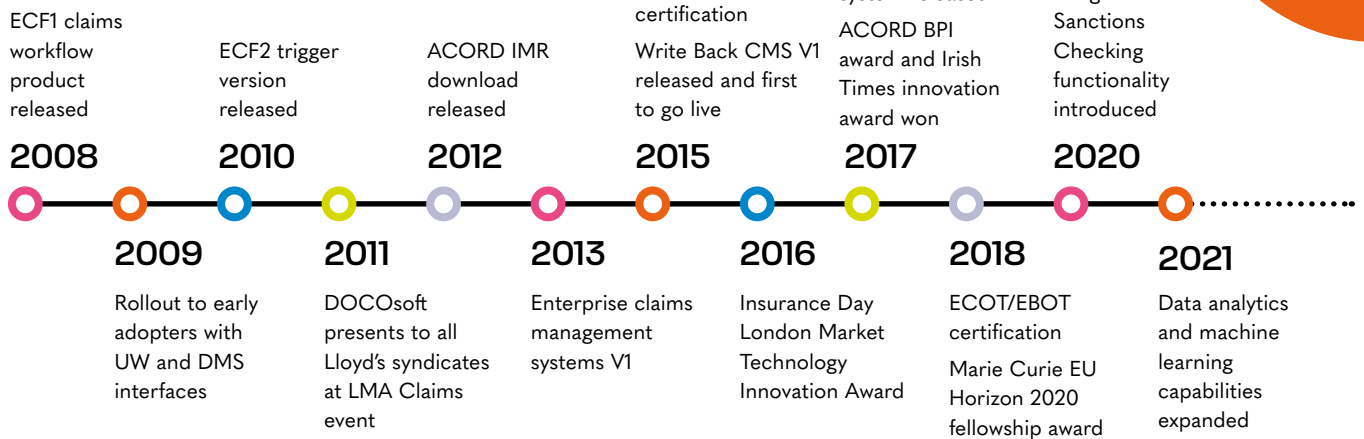## £10 billion
worth of claims handled annually

Up to
60%
of all Managing Agent claims response messages go through a DOCOsoft system

Over
£1 billion
in expert fees paid annually

More than a claims software solution

- ⊘ Reinforce market position
- ⊘ Improved claims adjuster productivity
- ⊘ Increased claims turnaround efficiencies
- ⊘ More accurate reserving
- ⊘ Faster settlement
- ⊘ Improved management information

- ⊘ Data analytics capabilities
- ⊘ Reduced information leakage
- ⊘ Rule-driven decisions
- ⊘ Task automation
- ⊘ Policyholder retention
- ⊘ Self-service options

Milestones

2008 — ECF1 claims workflow product released

2009 — Rollout to early adopters with UW and DMS interfaces

2010 — ECF2 trigger version released

2011 — DOCOsoft presents to all Lloyd's syndicates at LMA Claims event

2012 — ACORD IMR download released

2013 — Enterprise claims management systems V1

2015 — DOCOsoft Gateway ACORD certification / Write Back CMS V1 released and first to go live

2016 — Insurance Day London Market Technology Innovation Award

2017 — User Group Core Claims system released / ACORD BPI award and Irish Times innovation award won

2018 — ECOT/EBOT certification / Marie Curie EU Horizon 2020 fellowship award

2020 — Integrated Sanctions Checking functionality introduced

2021 — Data analytics and machine learning capabilities expanded

Our customers include

MARKEL · CHUBB · STARR COMPANIES GLOBAL INSURANCE & INVESTMENTS · TALBOT An AIG company · Munich RE · UMAL

MAP underwriting at Lloyd's · AXA · canopius · AXIS · THE HARTFORD · Berkley Re

ENSTAR · FARADAY · W/R/B UNDERWRITING · SCOR Channel The Art & Science of Risk · APOLLO 1969 at LLOYD'S · AEGIS LONDON

Find out how we can help you transform your business

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