



Client Case Study

SaxonMG

Since 1967, SaxonMG has been committed to providing affordable auto insurance and prompt service with a personal touch. It strives to be the number one choice for auto insurance throughout the Cayman Islands.

To help achieve these objectives, SaxonMG leverages technology to minimize the hassles of insurance and to reduce operational costs—savings it then passes onto customers in the form of lower insurance premiums.

We spoke to SaxonMG's leadership about the reasons why they chose SIMS Claims™ and the benefits they've received from the system.

The Challenge

"We were looking for a modern browser-based claims system with scalability. We turned to Systema Software and SIMS Claims because we wanted a flexible system that could grow with our organization," said Brian Williams, CEO of SaxonMG.

"We have a strong customer-focused philosophy," said Craig Scott, Senior Financial Analyst at SaxonMG. "At each step of the claims process, we strive to deliver exceptional service. We believe the advanced capabilities within SIMS would help us aggressively manage claims to control claims costs for our clients."

Implementation & Integration

"SIMS was one of the easiest systems I've had to implement," explained Scott. "The process was simple and intuitive from a business user's perspective, and we were able to configure out-of-the-box features to meet our unique needs."

"Since coverage information can change by the minute, one of the first things we did was to integrate SIMS with our policy admin system (PAS)," said Scott. "Our claims examiners greatly appreciate that the information is seamlessly shared. When they receive a claim, they can view corresponding policy and coverage information from within SIMS."

The Solution: SIMS Claims from Systema Software

"Since implementation, we have found SIMS to be a fantastic product with great features and functionality. We utilize task automation, business rules, and document management. We found the calendar and scheduling capabilities to be very powerful, and since SIMS is browser-based,

Summary of Key Points

Challenge: SaxonMG needed a modern, browser-based claims system with scalability

Solution: It chose SIMS Claims, the next generation, web-based solution from Systema

Results:

- With efficiency gains from SIMS, SaxonMG went from 8% to 25% market share. Business tripled, but claims staff remained the same.
- SaxonMG has been able to manage claims with more speed and efficiency. Today, 70% of claims are closed within 30 days.

the system is available 24/7, so claims managers can login from anywhere to get work done,” said Scott.

The Results

Previously, SaxonMG ran a paper-based claims operation. “SIMS helped us to transition to a completely paperless environment,” said Scott. “We manually brought our claims over to SIMS, which we knew would provide significant benefits, especially in regards to efficiency. SIMS has helped us to automate and stay focused. Today, 70% of our claims are closed within 30 days.”

“In addition, we have all our claims data at our fingertips and can run reports at any time,” said Scott. “This enables us to analyze information from a risk perspective. For example, we can track subrogation and examine various expenses, such as rental car costs. This helps us to identify additional opportunities for savings and improve our bottom line.”

“SIMS has also helped us ensure that the customer’s claims experience is seamless. For example, electronic check generation is a great feature, which allows us to serve customers faster. Up to a specified level, examiners can print checks without having to wait for authorization,” said Scott.

Innovating for the Future

“As a business, SaxonMG is agile and ever-evolving, so we like the idea of adopting capabilities as we progress and as our business changes,” said Scott. “We have an aggressive roadmap and several initiatives underway. We will soon launch a web portal and mobile claims app so customers can submit claims from virtually anywhere.”

“In the future, we also plan to enhance SIMS business rules to automatically verify claims information, and improve our use of the document manager, create templates and automate document production. We will integrate our electronic signature technology, so customers can electronically sign claims-related documents and send them back without delay,” said Scott.

“On an everyday basis, we strive to establish our claims department not only as a service center, but also a vital source for sales and retention,” explained Scott. “As such, we plan to leverage SIMS to implement the Net Promoter Score (NPS) in our claims operation. We currently do this within agent relations, and recently launched it for policy and underwriting. By utilizing it in claims, we’ll be able to ensure we’re delivering excellent service by asking customers two questions: How was your overall claims experience? Would you recommend us to friends, family, and colleagues?”

“Finally, auto coverage is our core business. We currently use SIMS to manage auto claims. When the time is right, we’ll also implement SIMS for our other lines, including liability and property,” said Scott.

Client Conclusions

“Since implementing SIMS, we’ve gone from owning 8% of market share to 25%. With the old paper-based process, we would have needed to double our staff, but our business has tripled, while we’ve kept our claims staff at virtually the same level. That’s a huge tribute to the value SIMS brings to our claims process,” said Scott.

“We’ve been able to manage claims with more speed and efficiency, and leverage a wide range of reports to track our claims-handling performance,” confirmed Williams. “We believe SIMS will continue to help us manage our overall book of business and give us a competitive advantage through an enhanced customer experience.”

“If you’re a small to mid-sized insurance company, SIMS is an excellent value in term of its advanced technology, intuitive user interface, and robust level of functionality. I highly recommend it to other small to mid-sized carriers,” said Scott.

About Systema Software

Systema Software provides flexible, comprehensive solutions and services to the insurance industry. SIMS Claims is an innovative, award-winning claims administration system, which is highly praised by clients and well recognized by industry experts as a leading claims solution. Together, our team of Big 4 consulting and industry veterans, experienced software developers, and project managers deliver an architecturally strong enterprise platform, designed for superior speed, scalability, and performance. With advanced technology and focused customer service, Systema Software has experienced phenomenal growth and success, earning high rankings on the national Inc. 5000 and local Fast 100 lists of fastest-growing private companies. For more information, visit us online at www.systemasoft.com.

Systema Software

900 Larkspur Landing Circle, Suite 201

Larkspur, CA 94939

Phone: (800) 272-9102

Email: sales@systemasoft.com