

CASE STUDY

Compensation Claim Process Transformed at Russell Jones & Walker

Russell Jones & Walker (RJW) is a leading national firm of solicitors, with offices across the UK. A significant area of focus for RJW is personal injury and compensation claims. Five years ago, Pulsion Technology was engaged as their IT development partner for a project which would transform the way RJW's customers' compensation claims were processed.



Improving the Process

RJW handles personal injury claims directly for members of the general public via its 'Claims Direct' brand and on behalf of partner organisations and unions as diverse as the Cycling Touring Group and the Police Federation. Historically, citing a personal injury, applying for compensation and reaching an outcome was a protracted process. This was mainly due to the degree of paperwork, administration, requirements of the legal system and the number of parties involved in the decision making process.

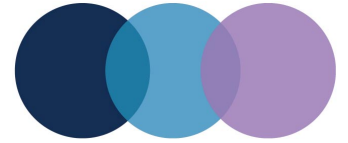
There was a need to automate processes, reduce the volume of paperwork involved in the claims process and increase turnaround times on claims. The Caman case management solution was selected as the key solution to deliver on this. During the initial phase of the project Pulsion worked alongside RJW to perform business process and improvement analysis. The

output and needs of the project were matched against the key functionality of Caman and it was apparent that the solution met a large proportion of requirements. RJW Operations Director, Denis Wakefield, comments on the selection of the Caman solution, "I was confident from an early stage that Caman would fulfil the operational requirements of the project. Albeit, an element of bespoke development was required, we were sure that the end result would meet our exact requirements and be the most cost effective option for us. We haven't been disappointed."

The Pulsion Caman case manager solution automates business processes and was implemented to streamline compensation cases, speed up the passing of case information between parties as required and allow cases to be easily tracked throughout.

Project Benefits

- » Automates the full compensation claim process
- » Increases turnaround time of claims
- » Enables automatic vetting of new claimants
- » In built information store allowing call centre staff to provide advice prior to claims being submitted
- » Quicker client response times
- » Focuses on 'self service' thus reducing administration overheads
- » Integration with key back office systems
- » Allows external parties to securely track and monitor cases



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Denis explains how Caman fits within RJW, “Elements of the claims management solution have been web-enabled and new clients can now register their request for a claim via the Claims Direct or partner organisation website - which feeds directly into the Caman system. Cases are automatically vetted and allocated to partners/solicitors based on configurable rules, with the solution acting as the main data store for case information. The solution is accessed securely by partner organisations, call centre staff and remote workers via a web-browser.”

Caman case manager has enhanced features to increase efficiencies across the business including secure extranet, sophisticated management reporting and integration.



The solution integrates with a number of ‘back office’ IT

systems including the legal market Visual Files system, Elite practice management system and accounting systems. This integration was fundamental to achieving end-to-end automation of the compensation claims process.

Positive Outcomes

Effectively, Caman case manager now acts as a portal for RJW, and allows remote and secure transactions and processing amongst solicitors and RJW call centre staff. All of these parties are able to securely track cases via the web and perform a number of functions easily and remotely.

The use of the Caman solution has transformed the way personal injury and compensation claims are processed. Internal business efficiencies have been optimised, running costs have lowered and the ways in which RJW interact with partners and customers has vastly improved. Nowadays, RJW regularly receives positive customer comments following the use of their compensation claims service. From “extremely efficient” to “a pain-free service for clients” - the company is upholding its ethos of conducting claims ‘efficiently, expeditiously and ethically’.



Caman Case Manager is a web enabled case management system which ensures that documents, files and tasks are stored in a central location and that cases are automatically managed through the full business process. Cases are routed without risk of duplication and various members of staff can monitor the status of cases quickly and securely. The Caman product portfolio includes:

- » Caman Claims Manager
- » Caman Grants Manager
- » Caman Fund Manager
- » Caman Welfare to Work

Functionality Delivered

- » Workflow
- » Document Generation
- » Integration to external systems
- » Management Reporting
- » Call Centre Management
- » Computer Telephony Integration
- » Allocation Management