

RESILIENCE

Climate BCM
Wildfires

SMART GUIDE

The Damages
Claims Portal

HOW TO

Risk manage partner
contract clauses

HORIZON SCANNING

Global insights and
near term local risks

stronger

THE  ALARM JOURNAL

April
2024

LAWS & RULINGS

Automated Vehicles Bill

Data Protection and Digital Information Bill

Lifelong Learning Bill

Third-party duties of care for child protection





“MY COMMITMENT LIES IN TAILORING OUR SOLUTIONS TO CATER TO THE SPECIFIC NEEDS OF EACH SECTOR.”

AUTHOR:

Simon Davies, Sales Director, Alphatec Software Limited



What is your role and where do you work?

In my capacity as Sales Director at Alphatec Software Limited, I play a pivotal role in steering our mission to provide cutting-edge insurance and claims management solutions.

Our focus is on empowering a diverse array of sectors, (including local government, housing associations, education authorities, and blue light organisations) with insurance and claims management systems for streamlined and effective operations. I believe software can be a catalyst for positive change, enabling our clients to navigate the intricacies of insurance and claims.

Our insurance and claims management systems are designed not only to improve efficiency, but also to deliver substantial cost savings for our clients. By optimising processes and minimising operational overheads, we enable organisations to redirect resources where they matter most, fostering a financially sustainable approach to insurance claims management. The fact that our ClaimControl system is now also being used by several local authorities and housing associations for complaints, disrepair, and health & safety incidents all from one system further leverages savings for our clients.

My role involves orchestrating strategic initiatives to bring our innovative solutions to clients. My commitment lies in tailoring our solutions to cater to the specific needs of each sector. I am deeply engaged in understanding the unique challenges faced by our clients, ensuring that our software not only meets but exceeds their

expectations. Being in sales in this dynamic environment requires a constant pulse on industry trends and a keen understanding of the evolving landscape.

What is your expertise, specialism, or main area of interest?

My expertise lies in working with our development team to create award-winning solutions within the realm of insurance claims management. I am the linchpin between technology and the evolving needs of our clientele. As Sales Director, I liaise with our Account Management Team, to ensure our customers achieve enhanced efficiency, streamlined processes, and optimal value extraction from using our systems.

My focus extends beyond transactions; I assist organisations in revolutionising their insurance claims handling processes. I thrive on deciphering the unique challenges faced by our clients, such as fraud detection and the ease of answering certain freedom of information requests. I make sure our products are a catalyst for operational excellence. We empower our clients.

The ability to facilitate seamless interactions, expedite claims processing, and enhance overall satisfaction, underscores my dedication to elevating the customer experience.

Is there a particular aspect of your work you are interested in or passionate about?

I am deeply passionate about the intersection of technology and customer service, as it presents a unique opportunity to revolutionise

an organisation's approach to insurance claims.

Beyond the technical intricacies, my main area of interest lies in making people's work lives easier. Witnessing the tangible impact of our software on the day-to-day operations of our clients and knowing that I contribute to simplifying their professional endeavours, is my driving force.

One aspect that fuels my professional passion is the unwavering commitment to improving customer efficiency while generating substantial cost savings for our clients. This dual commitment to service excellence and financial prudence is the heartbeat of my enthusiasm in this ever-evolving landscape.

What are you working on currently?

My current focus revolves around leveraging business intelligence to revolutionise the way organisations approach claims processing. With more organisations now using Office 365 and some beginning to use Power BI, we work with our clients to allow them to supercharge their reporting. They are able to create their own reports and dashboards with data taken straight out of our systems. We provide our clients with advanced tools that streamline their operations and empower them to make informed decisions.

At the heart of my current initiatives is the integration of robust business intelligence features into our software. We are working on enhancing analytics capabilities that allow our clients to extract meaningful insights from their claims data. For example, we have one large local authority client,

who is creating their own user and client specific dashboards, with data taken from our ClaimControl solution. These dashboards are being populated with information to their exact requirements, without the need for them to ask us to do anything, as they can easily self-serve. The power of data-driven decision-making can provide organisations with a comprehensive understanding of their claims landscape, enabling them to optimise processes, identify patterns, and ultimately enhance efficiency.

In parallel, I am spearheading initiatives to provide comprehensive training and support programmes for our clients, ensuring a seamless transition to the enhanced features. We are committed to developing cutting-edge technology while supporting our clients to maximise the benefits of our solutions.

As we navigate the intricate landscape of insurance claims, my current focus aligns with our company's commitment to delivering a product that anticipates the evolving needs of our clients in the dynamic insurance industry.

What topics and trends are emerging?

In the domain of insurance claims within the public sector, one significant trend revolves around the increasing emphasis on digital transformation. Public sector entities are progressively leveraging technology to create user-friendly interfaces, making it more convenient for people to submit and track claims seamlessly.

Also gaining prominence is the emphasis on transparency and accountability. Public service organisations are actively exploring ways to enhance

communication throughout the claims process, ensuring that claimants are well-informed about the status and progression of their claims. This not only fosters public trust but also aligns with promoting open governance and accessibility.

A key topic gaining traction is the focus on data-driven decision-making. Public sector entities are harnessing the power of data analytics to gain valuable insights into claims patterns, enabling them to make informed decisions, optimise resource allocation, and enhance overall efficiency. This shift towards data-driven approaches aligns with the broader trend of leveraging technology to improve public service delivery.

In summary, the evolving landscape of public sector insurance claims is marked by trends such as data-driven decision-making, digital transformation, collaborative partnerships, and the customisation of insurance solutions. These trends collectively signify a shift towards a more agile, responsive, and forward-thinking approach to managing insurance claims within the public sector. ●

Simon Davies (sdavies@alphatec.net) is Sales Director at Alphatec Software Limited.

At **Alphatec Software**, we revolutionise insurance claims management for the public sector through cutting-edge software solutions, seamlessly optimising processes for efficiency, transparency, and unparalleled results.
alphatec.net