



Learn how pTools CMS helped AXA streamline the solicitor claims management process.

“Put simply, pTools Delivers!”

Terry Yorke, AXA Ireland

AXA Insurance – ATLAS


pTools Software Meets High Performance Demands for AXA Claims & Transaction Content Management.

pTools has delivered and recently upgraded the AXA online claims and transaction content management solution for solicitors, called AXA ATLAS. ATLAS streamlines the claims process, eradicates the paper trail, and guarantees compliance for the solicitor claims process.

AXA, part of the world's largest general insurance firm 'AXA Group', with over 30 insurance and asset management companies worldwide. AXA Ireland sells general insurance in both the Republic of Ireland and Northern Ireland and is Ireland's second largest insurer and the largest motor insurer with more than 30 per cent of the private car market.

AXA has a massive eBusiness development strategy. As part of this strategy AXA Ireland was selected to lead the development of a new claims management system that would use online technologies to streamline business processes.

'pTools is also particularly good on the analysis front.'

Level: 6														
Administration										Logout		HOME 	Documentation	
OK														
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
14	16	17	17	6	0	0	0	0	0	0	0	0		
4	5	2	3	4	0	0	0	0	0	0	0	0		
3.11	4.14	4.43	1.76	1.46	0	0	0	0	0	0	0	0		
5409.46	72423.2	20000	13637.41	48574.75	0	0	0	0	0	0	0	0		
19251.71	20187.95	21062.79	19581.39	21332.22	0	0	0	0	0	0	0	0		
169	164	164	161	157	0	0	0	0	0	0	0	0		
31	19	11	13	13	0	0	0	0	0	0	0	0		
20	22	15	10	0	0	0	0	0	0	0	0	0		
31	30	45	30	8	0	0	0	0	0	0	0	0		
82	71	71	53	21	0	0	0	0	0	0	0	0		
815	462	348	313	264	0	0	0	0	0	0	0	0		
207	239	139	126	0	0	0	0	0	0	0	0	0		
461	395	495	383	116	0	0	0	0	0	0	0	0		
1483	1096	982	822	380	0	0	0	0	0	0	0	0		

Business Problem

AXA Ireland was planning a new Online System to link it with external legal firms, security and compliance was a critical issue - and some content management solutions it looked at did not come up to the mark.

It was in the personal injury business that the company initially sought to implement content management. AXA typically has around 9,000 claims outstanding at any one time, involving communications with tens of thousands of claimants. Needless to say, this represents a large volume of documentation. AXA required the creation of a new application that would re-define this claims process and by using online technologies automate the relationship between claims information and internal systems.

On one level, the aims of AXA's project are not so exceptional: to speed up processing times, standardise documentation, and thereby realise substantial cuts in the cost of the associated bureaucracy.

In some cases the systems did not convince AXA's team of being sufficiently robust. pTools™ met the demands of the AXA appraisal team with their claims management solution pTools™ Software.

Documentation			
Meeting time	Solicitors reference	Plaintiff sol.	Negotiator
1:0	O` DONOHOE	Spelman Callaghan	Matt O'Donohoe REPORT
11:0	HOL/O` M &S	Pierse and Fitzgibbon	REPORT
16:0	TO` HALLORA	Pierse & Fitzgibbon	BMcM/TOH REPORT
16:0	TO` HALLORA	Pierse & Fitzgibbon	TOH/BMcM REPORT
11:0	DUNBARRY	McGOVERN WALSH & CO.	Michael McDermott REPORT
11:0	DUNBARRY	DAMIEN TANSEY & ASSOCIATES	Michael McDermott REPORT
11:0	DUNBARRY	DAMIEN TANSEY & ASSOCIATES	MICHAEL McDERMOTT REPORT
11:0	DUNBARRY	DAMIEN TANSEY & ASSOCIATES	Gillian Frost REPORT
11:0	DUNBARRY	MICHAEL G. SHIEL & CO., LETTERKENNY	REPORT
11:0	DUNBARRY	C.S. KELLY & COMPANY	Siobhan Keating REPORT
11:0	DUNBARRY	P.A. DORRIAN & COMPANY	Siobhan Keating REPORT
11:0	DUNBARRY	Patrick J. Sweeney & Company	Gillian Frost REPORT
11:0	DUNBARRY	MICHAEL G. SHIEL & CO.	Terry Dowling REPORT
11:0	DUNBARRY	GALLAGHER McCARTNEY, DONEGAL TOWN	Michael McDeromtt REPORT

Success Factors

The new application, 'ATLAS' was rolled out to staff and 500 solicitors that AXA deals with when processing claims.

ATLAS is a three tier web-based application that allows solicitors to perform protracted claims management tasks in a highly efficient manner.

Essentially about the manipulation of content through complex dedicated workflow, ATLAS uses a rich functional environment that is fully secure and presents a usable interface to professionals associated with the claims process.

The system automates alerts, calendar events, cost calculations, procedures and key claims management processes. Management Information produced by the system allows AXA to gather real-time information about the 'basket of claims' that are live as well as historical comparisons.

Information uploaded through ATLAS is integrates seamlessly with internal AXA systems, presenting claims information directly to the AXA staff desktop for further processing.

Each case contains many individual records, all of which are available to the system and to the company archive.

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The screenshot displays the 'AXA - Atlas: Claimant details' web application. At the top, it shows the user information: 'AXA user: User name: Parallel_TEST Level: 6'. Below this is a navigation menu with buttons for 'Search', 'MI Reports', 'Stats', 'System Administration', 'Logout', and 'HOME'. The main content area is divided into two sections. The top section, titled 'Claimant details', contains a table with the following data:

Claim	No: 2510A	Name of insured: ANN
Claimant	Solicitor: O`G C	Surname: DEVINE Firstname: TONY

The bottom section, titled 'Claimant details - Header Section', contains a list of fields with checkboxes and dropdown menus:

- Header Section H
- Liability Section H
- Pleadings H
- Service Providers H
- Special Damages H
- Advice on Quantum H
- Consultations H
- Settlement H
- Costs H

The right-hand side of the form contains the following fields:

- Gender: Male (dropdown)
- Previous accidents: No (dropdown)
- Panel Solicitor Reference: (text input)
- Plaintiff's solicitor: (text input)
- Co-Defendant's solicitors: (text input)
- Driver cover in order: Yes (dropdown)
- Vehicle cover in order: Yes (dropdown)
- Solicitor Email: (text input)

Next Steps

Demo System6

Go to [pTools.com](https://ptools.com) to sign-up for a one-to-one demo of pTools and access to your dedicated pTools environment.

Launch Cloud Manager

Beta

See how you can provision hardware, software & infrastructure for your requirements using Cloud Manager.

Contact Us Directly

Go to [pTools.com](https://ptools.com) or use the contact details below for any other queries.

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