



Complaints Management: Starter Pack

Complaints are an asset to
your organisation.



Insurance providers must resolve complaints quickly to avoid significant financial penalties.

With regulators issuing heavy fines for breaches of regulatory requirements, insurance providers are looking for speedy ways to manage the complaints process within set timescales. Many businesses are still relying on highly-manual processes to record and manage complaints. In many cases, whether resolution timescales are met depends upon individuals remembering to action notes made and held in email trails. There's a high risk that complaints will be overlooked and timeout, breaching regulations.

To become the insurer of choice, providers also want to learn from complaints, getting to the root cause of issues and taking appropriate actions that turn negative events into improvements in customer experience.

Hitachi Solutions has the answer.

Delivering effective complaints management

What if you could track every single complaint from start to finish, always knowing how far you are from a regulatory breach? What if you had a mechanism that supported you in following and improving best practice, and always kept you compliant?

We've created a system that integrates with Outlook to automatically acknowledge and log complaints without any need for users to rekey information, launching your eight-week resolution window. Our best practice workflows include built-in follow-up actions that manage your points of interaction with the Financial Ombudsman Service, ensuring you meet every requirement. We've also included clear escalation points that can trigger alternative workflows in the event of a complaint from a senior member of a client organisation, or an impending breach of governance rules. If an issue has been escalated to the Financial Ombudsman, the system will generate all the documentation your organisation needs to provide. Closing a complaint activates a workflow that seeks out learnings from the experience to avoid recurrences of that type of complaint.

A comprehensive, easy-to-use set of reports allows you to slice and dice information to analyse your performance, revealing areas of potential improvement.



You can also monitor your interactions with the Financial Ombudsman, looking at how and why your decisions have been overturned so you can make predictions and proactively adjust your policies and processes accordingly.

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The Starter Pack provides your business with the opportunity to try out this effective way of managing complaints.

We'll implement a prototype, so you can see our system in action within your business. This will layer on top of your existing estate, creating one single, easy-to-use unified Microsoft system. Introducing a greater degree of automation and reducing some manual touchpoints, it will deliver control, rigor and a clear audit trail.

Your Starter Pack in action

We'll work with you in a series of short, agile workshops to determine how the Starter Pack will fit within the processes and organisational structure of your business.

The workshops will explore how we can combine our Starter Pack foundation product with your unique ways of operating to deliver a framework and a target operating model that will bring the product to life.

With this complete, we'll bring together the results and your experiences of the Starter Pack to create your Proof of Value report. This will outline a benefits case and a plan for implementing a wider solution using the Starter Pack as the foundation.

Our approach

At Hitachi Solutions we specialise in helping insurance providers to effectively manage and nurture profitable relationships with customers, brokers and other partners. As a Microsoft partner, we focus on delivering solutions that are designed to get you up and running quickly for a faster and lower-risk implementation.

Interested?

Get in touch to discuss how our Starter Pack can deliver an effective complaint management system in your business.

Please contact us to find out more: www.hitachi-solutions.co.uk/contact-us/