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New Pulse claims case management system sets up MAAssist for future growth

Insurance claims and building repair specialist MAAssist has selected Pulse claims case management software from Adactus Limited as part of its plans for future innovation and growth.

Following nine months of preparation and research in the claims software market, MAAssist has decided to roll out Pulse on all new instructions and new authorisations from the end of this month.

Pulse is a web-based system developed by web and mobile application development experts Adactus, which will deliver improved financial and management information capabilities, service level agreement reporting for insurers and MAAssist's network of repair contractors, and more efficient resource and project planning tools.

Paul Hayman, managing director of MAAssist, said:

"We are investing for the future in the sort of technology which will sustain and satisfy our appetite for innovation. For example, I want us to be ready to deal with more and bigger surge situations, and to offer insurers improved mobile applications with all the cost savings and efficiency benefits these bring."

MAAssist was recently recognised by RSA as best in its category for its work in handling the 2010/11 surge event. Paul Hayman sees such events driving the need for much more claims software and systems innovation in the future:

"The surge event was a test of all our plans and procedures, and of the close working relationship with our trade professional partners. It proved what can be done when insurers, their claims management teams and supply chain work together in a robust operational partnership. With a system like Pulse now embedded into our business, I know we will see another big jump in our claims management performance if this situation was to happen again, and in the meantime our clients will benefit from a system which is faster and more efficient for everyone involved."

MD of Adactus, Chris Hall, said:

"Adactus is delighted to be working with MAAssist to support its reputation for excellent customer service and innovation. Pulse is one of the first cloud based enterprise software solutions in the insurance industry and MAAssist will be able to take advantage of the functionality and scalability it offers."

Notes to editors

1. Insurance claims and building repair specialist MAAssist provides services for a range of clients in the insurance sector including: RSA, PlusOne Services, UIA, Direct Group, Endsleigh and intermediaries including Cunningham Lindsey and Crawfords.

1. MAAssist was recently recognised by RSA as best in its category for its work in handling the 2010/11 surge event. RSA said: "The award recognises the achievements of MAAssist during the surge period in which claims increased by circa 300% during a period of three months. The results achieved highlight the resilience of MAAssist surge plans and how these are put into action by its employees and Trade Professional partners. The selection criteria combined actual service delivery and compliance to service levels and customer satisfaction, coupled with a survey of RSA's claims operational staff including RSA's Loss Adjusting Services."

1. Pulse is a web-based software system which helps organisations improve their claims management process, providing visibility across work in progress, eliminating inefficiency and increasing throughput capacity without adding staff. This applies to organisations of all sizes as Pulse can be used on a 'pay as you use', basis enabling smaller contractors to benefit as well as larger building repair networks and insurance companies.

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In 2009, Adactus built systems that took over 6 million orders worldwide and our Pizza Hut UK application takes more than 1.5 orders per second at peak.