



ECF Time and Motion Study

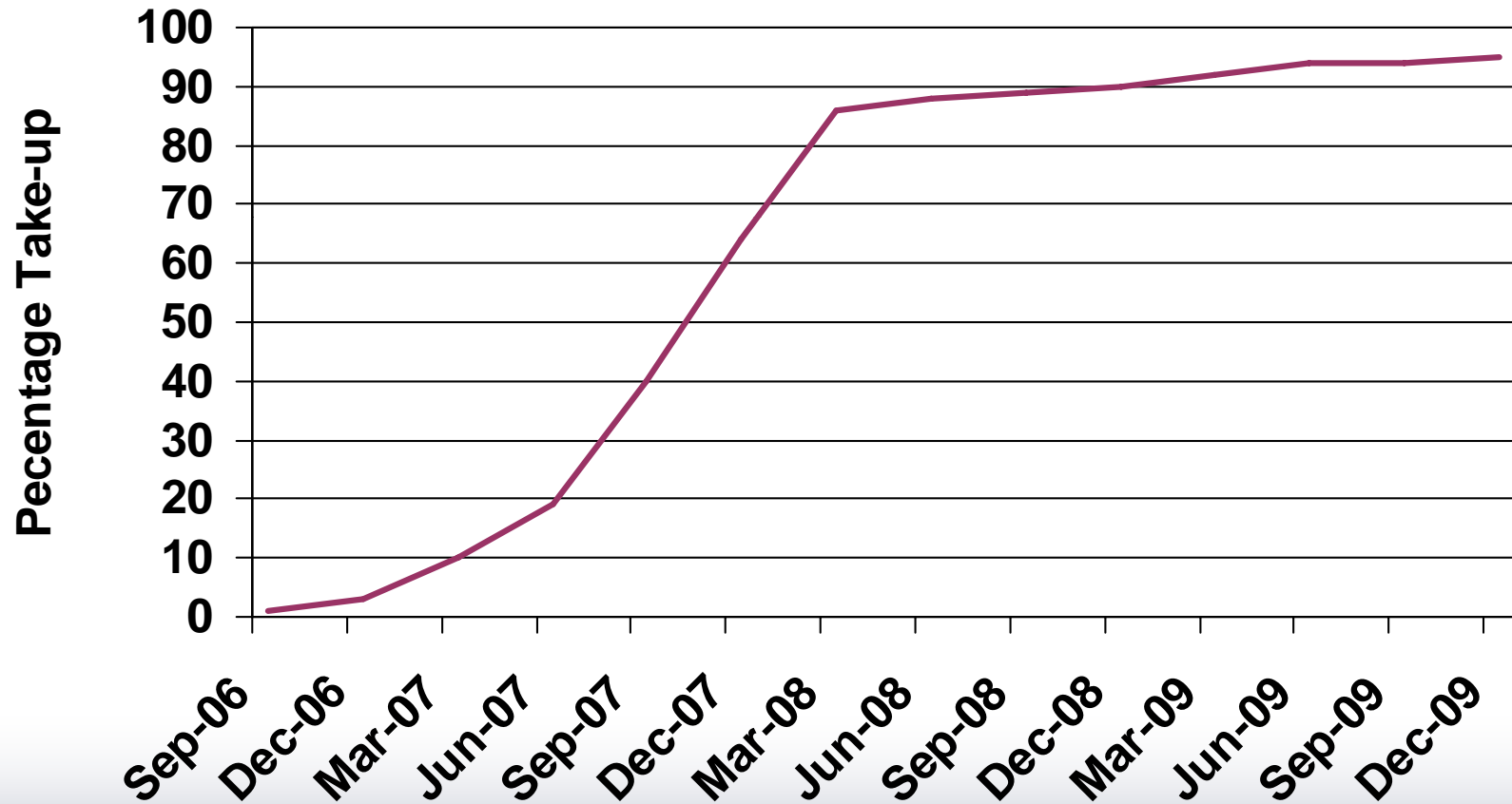
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ECF

The benefits of the ECF system are:-

- Reduced end-to-end claims agreement and settlement time
- Concurrent access to all carriers
- Transparency of claims process
- Improved claims management
- Reduced 'frictional costs'

The story so far...



“Yeah, but your scientists were so preoccupied with whether or not they could, they didn't stop to think if they should”

Jeff Goldblum – Jurassic Park

ECF Best Practice Group

- Focal point for ECF issues
- Sounding board for ECF User Group
- Communicate guidance on Best Practice
- Commissioned Time and Motion Study
- Two phases
 - Paper vs ECF
 - Identify hotspots

The study

- Lloyd's claims – ECF files take 36.5% of the time taken to complete a transaction on a paper file, on average
- IUA claims - ECF files take 60.5% of the time taken to complete a transaction on a paper file, on average
- Overall - ECF files take 47.3% of the time taken to complete a transaction on a paper file, on average
- At every stage of the process, an ECF transaction was quicker than paper, on average.

Conclusion

- Benefits are being realised
- Best Practice Guidance to be more widely distributed
- Appropriate use of query/return
- Benchmark for ECF2

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