



Capita and ICE InsureTech Press Release – Released 27th February 2018

Capita Insurance Services implements ICE Policy

ICE InsureTech, part of the Acturis Group, announces that Capita Insurance Services has successfully implemented ICE Policy - their end to end Policy Administration System for home assistance.

Capita Insurance Services were presented with an opportunity to work with a marquee insurance client, whose requirements included working with a partner who could guarantee a smooth transition of service, in a limited timeframe, and without compromising service delivery to its customers.

Having reviewed their in-house capabilities, and identifying the core client requirements necessary, Capita made the decision to review the marketplace and to use a 3rd party IT platform provider. The supplier had to have the ability to provide an efficient, compliant and robust Policy Administration Platform, and to have a proven specialism in data migration.

Capita selected ICE InsureTech's ICE Policy system based on its proven speed of implementation, the impressive breadth of product functionality, data migration experience, and the overall collaborative approach ICE InsureTech has with its customers.

Speaking about the implementation, **Alistair MacTaggart**, Managing Director, Insurance Services, Capita said "Given the very swift move from initial Engagement, Discovery, Planning and Configuration phases, the actual delivery timescale was a significant achievement. The collaborative ICE InsureTech project approach has enabled good relationships to be built between all parties."

Andrew Passfield, Chief Executive Officer at ICE InsureTech said: "We are delighted that this latest ICE Policy implementation has delivered against the core customer requirements. ICE Policy gives Capita the tools to achieve the automation and efficiencies needed in today's high availability and expectation environment. We are confident that this will bring benefits in the form of future business opportunities between Capita and ICE InsureTech".

About Capita Insurance Services:

Capita plc, which includes Capita Insurance Services, has its headquarters in London and is a leading European provider of business process management and integrated professional support solutions, delivering back-office administration and front-office customer contact services to private and public sector organisations. Since its founding in 1984, Capita plc has become one of the most successful outsourcing specialists in the UK market through its organic growth and targeted acquisitions. With 67,000 people at over 450 sites, including 98 business centres across Ireland, the UK, Europe, India and South Africa, Capita uses its expertise, infrastructure and scale benefits to transform its clients' services, driving down costs and adding value. www.capitainsuranceservices.co.uk

About ICE InsureTech:

ICE InsureTech, part of the Acturis Group, is a market leading specialist software provider to insurers, MGAs, claims administrators and accident management companies. The ICE products are enterprise-grade modular software solutions for the management and processing of insurance claims, policies, billing and rating, with integrated analytics – comprising ICE Claims, ICE Policy, ICE Billing, ICE Rating, ICE Analytics and ICE Digital. It is a complete end to end solution that can be implemented in very short timescales – delivering immediate benefits to your business. The ICE solution is fully IoT enabled, covering all lines of business, including connected car/telematics and connected property, across both personal and commercial insurance. For more information, please visit www.iceinsuretech.com Follow us on twitter @ICEInsureTech