



## **UIA Mutual Insurance implements ICE Claims Press Release – Released 6<sup>th</sup> September 2018**

ICE InsureTech, part of the Acturis Group, announces that UIA Mutual Insurance has successfully implemented ICE Claims.

UIA Mutual Insurance (UIA) has been providing home insurance services to trade union members and their families for over 125 years. UIA offers a range of insurance products to members of trade unions and other like-minded affinity groups, and to individuals either directly via call centres, website and aggregators.

UIA identified that their existing Claims Administration system did not meet their aspirational operational needs for the future, and a transformation programme was commissioned. UIA reviewed the marketplace and following a selection process, the decision was taken to implement ICE Claims.

This decision was based on key factors including:

- Breadth of functionality – automating routine business processes via configurable workflow based on UIA business rules, leading to overall efficiencies in claims handling costs;
- Speed of implementation – a quick and efficient timeline had to be accomplished, based on proven ICE Claims customer implementations;
- Ease of integration – the ability to interface to new and existing UIA systems and business partners utilising UIA’s ESB, ensuring business continuity;
- User Interface – an easy to use interface enabling business user configuration, delivering greater opportunity for engaging, motivating and enabling the claims team;

Running in parallel with the ICE Claims implementation, there was a requirement to migrate all household data from the existing claims platform into ICE Claims, which was facilitated using the ICE Analytics functionality.

Speaking about the implementation, **Jason Reaney**, IT Director, UIA said “This phase of our transformation programme has delivered against all our criteria, and with the business user configuration capabilities of ICE Claims, will enable us to manage change and reshape our business for future requirements.”

**Andrew Passfield**, Chief Executive Officer at ICE InsureTech added: “Key to the success of this implementation for us was the ability that ICE Claims has to link to UIA’s business-critical applications, and which is where our collaborative approach to our customers’ requirements deliver successful results.”

### **About UIA Mutual Insurance:**

UIA Mutual Insurance has been providing great value, high quality insurance to trade union members and their families for over 125 years.

Our services are also available to the general public looking to benefit from our competitive premiums and wide range of cover on Home, Travel, Pet and Car Insurance.



We've often been asked "What does UIA stand for?" Our long-standing relationship with the Trades Union movement is central to the answer and in 2016 we registered Union Insurance Association as a trading name of UIA (Insurance) Ltd, to help make it clear where our values lie.

Being mutual means we are owned by our policyholders; which enables us to keep premiums low, provide excellent products and employ highly trained staff. We are also proud to be members of the International Co-operative and Mutual Insurance Federation and the Association of Financial Mutuals. <https://www.uia.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](http://www.iceinsuretech.com)

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