

## Claims Management Software Solution For Expanding Claims Company

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**Dec. 19, 2007 - [PRLog](#)** -- An expanding claims company with ambitious growth plans, Cobley Johnson Partners of Harrogate needed a new claims management software system to cope effectively with an upsurge in business. After evaluating a number of market-leading case management software systems, Cobley Johnson selected AquariumClaims.

The innovative web-based claims management software developed by Aquarium Software of Hale, Cheshire, is adept in handling all manner of claims swiftly and efficiently. Cobley Johnson commissioned AquariumClaims to provide a full implementation of the case management software. After a series of consultations and visits to find out the client's requirements, a team from Aquarium provided a specially tailored software solution specifically to suit their needs.

The entire system was deployed quickly and effectively within just four weeks. The end-users were trained to manage and maintain the system, including applying and instigating future software updates with minimal intervention from Aquarium. The result is faster and more efficient processing of cases in reclaiming credit card charges for Cobley Johnson's clients.

"The new system from AquariumClaims is helping us go through a lot more cases much more quickly, while also enabling us to record customer histories in real time. The entire process takes us less time and has significantly increased the efficiency of our operation. Our team has been trained to handle the system, but if we occasionally need help, instant support is available from Aquarium. The service has been great," says Mathew Cobley, partner at Cobley Johnson. The company is now looking at further deployment of AquariumClaims in support of their PPI claims flow.

"We wanted to make the system suited their needs rather than Cobley Johnson changing their working methods to fit our software. Many parts of the process are now automated with automatic escalations and alerts to make the process speedier. This means they can handle many more cases in a more efficient manner, which is perhaps the most common reason why claims companies opt for AquariumClaims," says Hiren Gandhi of AquariumClaims.

AquariumClaims is a state-of-the-art case management software solution for fast growth claims companies. It is designed to be quick to set up and is available at a comparatively lower cost. It uses the latest web-based technology giving users a powerful solution at a cost that traditional software providers cannot match. The new and improved version of AquariumClaims claims management software makes the process simpler, smarter and swifter for claims companies. Version 2.1 delivers even more benefits to the user, further speeding up the claims handling process.

Aquarium has set up a "60 second" online test which allows claims companies to compare their current processes with state-of-the-art claims processing using AquariumClaims. The test is free and confidential, and the results are emailed back immediately to the user. Interested claims managers can take the AquariumClaims online test at [www.aquariumclaims.com](http://www.aquariumclaims.com).

For further information contact Aquarium Software, free of charge, on 0800 781 7570 or visit [www.aquariumclaims.com](http://www.aquariumclaims.com)

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Notes to editors

Traditional software is installed locally on the user's own server, so requires the user's IT staff to install and update the software. By using a Software as a Service (SaaS) model, Aquarium does away with this, taking care of installation, maintenance and upgrading of the software as well as secure data storage. The company has also revised its pricing model so, instead of the traditional upfront license costs, ongoing maintenance charges and heavy consultancy set-up fees, Aquarium can offer users faster start-up and much more flexible pay-as-you-go pricing, if they want.

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