

---

# Unified

## Case Study – Loss Management Group

Improving communication through one telecoms partner



Loss Management Group (LMG) is the UK's largest organisation specialising in the professional management of insurance claims for damage, loss or theft of jewellery, collectables, art and antiques. LMG is a group of three companies with multiple sites and remote workers and includes the Art Loss Register and Equipment Register.

When LMG were looking for ways to improve communication both internally and across field staff, **they wanted a partner who could offer a full spectrum of telecoms services which suited their needs and simplified processes.** As a result **Mark Wright, IT Manager**, approached Total to discuss BlackBerry and other options.

Until this point, staff on the road would have their diaries managed centrally and then appointment details and supporting claim information would either be phoned through to them, or sent to their home based fax machines. These methods were both inconvenient, potentially leading to delays, as well as being open to misinterpretation. However, with the right mobile data access, this process could be refined and improved, to the benefit of the company and their customers.

Now, when an appointment is made, all details are automatically emailed through from head office to the relevant Claims Manager or Adjustor and their BlackBerry calendar is updated as well.

LMG use a MDaemon server, which does not support BlackBerry synchronisation. However the use of additional software by Nexthaus means that integration is still seamless and the initial introduction of the solution has seen huge benefits and changes to the way field staff work. Streamlining processes through the BlackBerry solution allows representatives to be far more responsive and subsequently, they have also rolled out devices to additional members of staff.

**Business discussions and advice rather than straight selling have continued to be a major attraction for Mark.** As an FSA regulated supplier, LMG have utilised call recording in their Bath Offices for a number of years now and although the Art Loss Register has no regulatory obligation to record their calls, LMG had already seen the benefits.

Mark adds: 'On a number of occasions, we have had to use call recording. Our liaison with police, insurance companies, loss adjusters and policy holders and nature of the business was the primary driver to install call recording in Hatton Garden as well.'

Whilst a call recording add-on was available for their existing system, Mark discussed his full requirements with Total, and following thorough consultation, an alternative solution was presented. **'It transpired that it was cheaper for us to install a brand new Avaya IP Office system than to purchase the add-on for our legacy system. Programming is so much simpler and I am delighted with the results.'**

Again Total became a natural choice for LMG's Non-Geographical number provision. The primary focus here was to provide business continuity and disaster recovery so that lines could be pointed wherever in an emergency situation. A simple solution was to provide access for LMG to control these numbers online.

According to Mark: **'Working with a true partner is invaluable – Total understand and appreciate all my requirements and whatever the nature of my enquiry I only ever need to make one call. With online billing for all aspects of my services, charges are completely transparent. Yet the intangible savings are also clearly apparent to me – from time saved in administration to business benefits and efficiencies from implementing the correct technology.'**

