

NEWS RELEASE

11 July 2011

Landscape Goes Global – Australian-based RAA selects RDT

Leading South Australian general insurer and motoring organisation RAA has chosen RDT's software solution, Landscape, to power its insurance operation.

End-to-end platform Landscape will improve the efficiency of RAA's market leading insurance business, which is known for its customer focused culture and competitive products including motor, home and contents, caravan and boat cover.

RAA Managing Director, Ian Stone said RDT presented a compelling business case unmatched by its competitors. He added: "The transparency with which RDT operates is refreshing and instils tremendous confidence in both the people and the products."

RAA began reviewing its software options in April last year, looking for a more efficient and user friendly solution which could accommodate current and future business needs. Following an extensive market review, RDT was chosen because of its functionality, flexibility, scalability and ease of use. The decision was reinforced when RDT, which has a strong track record in the UK, gave RAA access to existing customers as references. RAA consulted with RBSI, Sterling Insurance and Canopus Group - all enthusiastic Landscape advocates who benefit from its single platform technology.

Mr Stone said: "We value the 'can do' attitude at RDT and there is a strong culture fit between our two organisations. In addition, the functionality and expected business benefits delivered by Landscape, the energy and commitment of the RDT team and endorsements from existing clients helped in our selection of RDT."

Landscape's intuitive system and workflow management functionality will manage many RAA processes currently dealt with manually. The software, which covers all aspects of a policy's life cycle, will free up staff enabling them to focus on areas requiring human input and decision making, providing further added value to customers.

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Built on Windows based technology, the Landscape platform is simple to use and cuts RAA's staff training to a maximum of three days. It features a comprehensive rating engine with underwriting rules which can easily be modified in line with market changes. Management information is available at the touch of a button via Landscape's dashboard facility.

Mr Stone said that RAA intends to use Landscape to integrate all its product areas, giving staff a single view of a customer and removing the need for re-keying of data.

Mark Bates, CEO, RDT said the partnership marked an important milestone.

"It has always been my goal to take Landscape global and this is a strategic marker for the business. RAA will have access to the RDT insurer user forum and web-based RDT support portal. Our office in Brisbane will provide country-based support, underpinned by our R&D and software development functions in the UK."

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Editor's Notes

About RDT

Founded in 1991, RDT has a wealth of experience in developing automated administration solutions for the insurance market, commencing with a Unix-based general insurance system for a Lloyd's motor syndicate followed by the first UK on-line website with real time credit card transactions in 1995. RDT's core insurance administration solution is now based on the Microsoft platform and has evolved in line with the dynamics of the insurance market. It is branded Landscape.

Developed on the .NET platform, Landscape is a complete end to end insurance administration system which automates back office administrative processes, reducing customer service turnaround time and supporting all business operations from product rating and design, through to policy issue, claims handling, channel management and billing. Complete support for full cycle EDI and bordereaux import/export are also available. The solution supports both personal and commercial lines of business and is able to support trade in multi-jurisdictions. With its Landscape suite of products RDT is well placed to meet the needs of innovative insurance carriers looking for a variety of electronic placement methods and a desire to utilise the Internet to full advantage. RDT works with a range of leading insurers including ARB (Ireland), Carraig Insurance (Gibraltar), Eldon Insurance, Ensign, Equity Insurance Group, Canopus Group, Highway, Markerstudy, Provident Insurance, RBSI, Sterling Insurance, Towergate Insurance Group. www.rdt.co.uk

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About RAA

Representing the interests of almost 600,000 members, RAA has a long and proud history of servicing the motoring and mobility-related needs of the South Australian community. As South Australia's leading road safety advocate and through the provision of member services including roadside assistance, travel services, technical and legal advice, RAA has become one of state's most trusted and iconic organisations. RAA also provides security services and personal emergency monitoring for thousands of South Australians and is the leading motor vehicle insurer and provider of general insurance policies covering home and contents, caravans and boats.

www.raa.com.au

For further information about RDT please contact:

Nicky Godfrey / Anne Staunton
Peak Marketing & Communication Services Limited
020 8661 2444

Nicky.godfrey@peak-marketing.co.uk

Anne.staunton@peak-marketing.co.uk

www.peak-marketing.co.uk

For further information about RAA please contact:

Joanna Pittas
RAA Senior Communications Advisor
jpittas@raa.com.au



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