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RDT DEVELOPS FULLY INTEGRATED COMPLAINTS MODULE FOR ITS LANDSCAPE.NET SOLUTION

Insurance administration solutions specialist RDT has developed a fully integrated complaints module for its Landscape.NET solution to support its customers' FSA obligations, specifically regarding 'treating customers fairly' (TCF). In addition to regulatory support, the new module introduces significant business processing efficiencies around complaints processing and delivers powerful real-time management information.

Integration of the complaints module with Landscape's Graphical Workflow tool means compliance managers have a toolset 'at their fingertips', whereby they can design and effect processes within minutes. This not only removes the dependency on scarce IT staff, along with the associated costs and lead times, but also empowers the compliance team to meet its internal and external key performance indicators, eliminating business risks.

RDT chief executive Mark Bates explains: "The ability to fully configure the complaints handling process ensures the right correspondence and communication is sent to the right people at the right time. Customers receive a timely service, staff has visibility of its tasks and management can spot issues and trends which can be quickly remedied."

Aside from delivering a full audit trail of the complaint handling, the module delivers functionality such as complaint status, age of complaint and payment redress, as well as fully detailing complaints sent to the Financial Ombudsman Service (FOS) by customers through resolution dissatisfaction. Complaints are analysed by root cause (cause codes are user definable). The dashboard delivers great visibility and managerial monitoring – a valuable tool to support Service Level Agreements (SLA's) with partners, whether they be brokers, corporate partners or affinity brands or just as good practice for direct business.

"RDT is committed to the ongoing development of innovative components for our Landscape.Net solution to support our customers" says Bates. "The new module will help users of Landscape to streamline the complaints process and focus on core business."

For further information about RDT's new complaints module, please contact Sales and Marketing Director Debbie Baker at Debbie.baker@rdt.co.uk.

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Editor's Notes

About RDT

Founded in 1992, RDT has a wealth of experience in developing new 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 has since evolved in line with the dynamics of the insurance market and is now 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 design, rating, through to policy issue, claims 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 accommodate multiple currencies. 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 Carraig, Equity, Highway, KGM, Provident, Sterling and Towergate.

www.rdt.co.uk

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