



## NEWS RELEASE

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### **ELDON INSURANCE SERVICES SELECTS RDT'S LANDSCAPE.NET SOLUTION TO SUPPORT STRATEGIC BUSINESS PLANS**

Following a review of its core business processes, Eldon Insurance Services (Eldon) has selected Landscape.NET, the complete end to end insurance administration solution from RDT, to augment its business infrastructure and drive process efficiency.

RDT's solution will support Eldon's administrative processes and business operations from electronic receipt of policy data (EDI) through to full claims handling and billing, on one single technology platform. Phased implementation will be completed in 2011 when Eldon will be harnessing the flexibility and scalability of Landscape.NET.

Established in 2008, Eldon provides a policy administration and claims handling service to Southern Rock Insurance Company. Currently handling over 60,000 policy transactions and 3000 new claims every month, Eldon recognised that a robust administration system was critical to achieving its goals. Features such as workflow functionality available through Landscape.NET will enable Eldon to better manage internal resources, enhance its reputation for outstanding customer service, increase business speed and efficiency through the streamlining of processes and deliver tangible bottom line benefits.

Michael Lee, Managing Director at Eldon explained: "We selected RDT's Landscape.NET solution for its rich functionality, scalability and because it can be configured for Eldon's specific processes and integrated with other existing applications such as our document management system. We continue to explore other potential opportunities that the system can provide."

RDT Chief Executive Mark Bates said: "We are delighted to be working with Eldon and managing the phased integration of Landscape.NET into the company's business infrastructure. The system is easy to use and its rich functionality and powerful workflow tools will enable Eldon to graphically map business processes and define and prioritise activity, streamlining processes to leave staff liberated to focus on delivering great service. We look forward to an exciting and collaborative working relationship with Eldon over the coming months."

For further information about Eldon's selection of RDT's Landscape.NET solution, please contact Sales and Marketing Director Debbie Baker at [Debbie.baker@rdt.co.uk](mailto:Debbie.baker@rdt.co.uk).

**ENDS**

## **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](http://www.rdt.co.uk)

### **About Eldon Insurance Services**

Eldon Insurance Services (Eldon) employs over 170 people in Newcastle upon Tyne and is licensed and regulated by the Financial Services Authority (FSA) – authorization number 477112.

Its partners include Southern Rock Insurance Company Limited, Brightside Group plc, ASDA and Aviva.

Eldon has a dedicated team of experienced professionals and aims to serve its customers efficiently and with respect. Depending on the details of a claim, it will be handled by one of the company's specialist teams and approved partners to ensure that the most appropriate course of action is taken.

### **For further information about RDT please contact:**

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