

## NEWS RELEASE

4 August 2011

### ELDON INSURANCE SERVICES GOES LIVE WITH LANDSCAPE

Eldon Insurance Services (Eldon) goes live with Landscape, following a smooth nine month migration process from its old technology platform. Phased adoption of the end-to-end insurance administration solution from RDT, minimised business continuity risks typically associated with moving to a new back office system. The staged roll-out also allowed Eldon to identify additional opportunities to tailor the solution to meet future business needs.

Matthew Puttick, Chief Operating Officer at Eldon said: "We have confidence in the RDT system and have been impressed with the accessibility and knowledge of the RDT team. The system has gone live and is delivering in line with our 'must have' requirements. The next step will be to work with RDT to further harness the solution's flexibility and scalability so that we can continue to innovate and differentiate our service."

Landscape will improve operational efficiency and support Eldon's underlying business goal to deliver a cost effective, market leading, claims management service. Eldon handles over 60,000 policy transactions and 2,000 new claims a month on behalf of Southern Rock Insurance Company and a robust administration system was critical to drive down costs and enhance customer service. Matthew Puttick, comments: "It is imperative that Eldon is able to respond to market issues and has a technology platform with the potential for development around our evolving requirements."

Landscape was selected for its rich functionality, scalability and ability to be mapped to Eldon's business processes. Implementation has seen the platform configured to Eldon's specific needs, automating many manual systems and improving operational performance. Landscape's workflow functionality automatically generates workflow tasks for Eldon's claims handlers. The platform has also been integrated with existing applications like Eldon's document management system, removing the need for manual tagging of documents. Eldon's people are freed up to focus on tasks requiring human input and decision making, providing further added value to customers.

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## **Eldon Insurance Services Goes Live with Landscape continued/...**

Matthew Puttick concludes: "The Landscape package is easy to use and provides management information that is updated in real time. This assists Eldon with monitoring business performance and supports informed, strategic decision making."

RDT Chief Executive Mark Bates comments: "Eldon joins a growing community of insurers, of all sizes, who are powering their organisations with Landscape. We continue to innovate and develop the platform in response to market needs. We look forward to delivering increased benefit to Eldon, as working in partnership we configure the solution further, later this year, to meet their evolving business requirements."

**ENDS**

### **Editors Notes: About RDT**

RDT is a leading global supplier of general insurance systems and rating engine software with a reputation for delivering on time and on budget.

Founded in 1991, RDT has a wealth of experience in delivering solutions for the insurance market via RDT's flagship packaged application '**Landscape**'.

Landscape is a functionally rich package and is easy to use; giving customers the ability to support growth and change; the speed to accelerate the delivery of products to markets and the power to deliver unparalleled business processing.

RDT understands the insurance industry is an increasingly dynamic environment, both within the enterprise where business strategies shift, and outside the enterprise where unexpected opportunities and threats constantly emerge. To be competitive IT must be simplified and business processes streamlined, liberating staff to focus on delivering exceptional service to customers and partners.

In February 2011 RDT launched the first rating engine in the cloud available to the industry. This latest technological innovation helps transform the way that insurers harness technology on a demand-led basis to drive business growth.

RDT works with a variety of leading insurers including ARB Insurance, Canopus Insurance Group, Carraig Insurance, Collinson Insurance Group, Eldon Insurance Services, Equity Insurance Group, Highway Insurance, KennCo Underwriting Ltd, Markerstudy Insurance, Provident Insurance, SELECT from Direct Line, Sterling Insurance Group, RBS Insurance, Royal Automobile Association of South Australia and Towergate Partnership.

[www.rdt.co.uk](http://www.rdt.co.uk)

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**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.