

Xuber and Lockton

We're not so different.

Using Xuber's configured software, Lockton has continued to expand into a world leading insurance broker with offices in 60 countries. Lockton was seeking a scalable, reliable, multi-national, insurance software solution. Xuber delivered a scalable, reliable, multi-national, insurance software solution. We're not so different.

The Customer

Lockton is the world's largest independent, privately owned global insurance broker. The company has more than 4,450 professionals working throughout North America, Europe, Latin America, Asia, Africa and the Middle East. In combination with Lockton's strategic relationships, this global presence gives Lockton the ability to service clients in virtually every country in the world, focusing on the specific and differing needs of individual customers in both retail and wholesale sectors. Head of IT at Lockton, and responsible for insurance software solutions, is Chris Wheeler. His team provides IT services to around 800 Lockton insurance professionals, mainly within the UK, with others in the Middle East, Norway, Bermuda and Ireland.

The Background

In 2000, trading as Alexander Forbes, Lockton began the implementation of Brokasure – Xuber’s existing software application to automate the company’s entire wholesale insurance life cycle.

As an early adopter of the Brokasure solution, and now one of the largest Xuber customers in the UK, Lockton has 350 staff using the application on licence. Lockton continues to use the feature-rich capabilities of Xuber today, servicing the more complex needs of its high value wholesale insurance services business.

The Challenge

In the competitive insurance market, organisations need to easily adapt. A key challenge for Lockton has been adopting line-of-business software applications that offer scalability and flexibility to accommodate its continued organic growth.

“Most of our changes and expansions are planned, but sometimes it’s about having a system that can react quickly to change,” commented Wheeler.

Operating in a unique market, Lockton required an agile and bespoke application from a highly specialised partner to deliver their business services. In Chris Wheeler’s words, “We want to work with providers that understand the market and there aren’t many of them around.

Xuber knows the market so well, and with a high level of professional integrity, they’re able to effectively implement market reform initiatives. It’s definitely a long term partnership”.

The Xuber Solution

Xuber supports the full insurance life cycle, end-to-end. A unique range of integrated modules cover quotes, policies, transactions and claims. The application contains a comprehensive risk detail capture facility, from quote through to firm order. The risk acts as the driver for all transaction processing, accounting and statistical reporting.

Brokasure, Xuber’s software solution for brokers, allows Lockton to record everything – from the simplest to the most complex of risks. As Wheeler explains, “Brokasure gives us the flexibility and scalability to manage many different types of multi-national clients, and it negates the need for separate wholesale systems and multiple legal entities. It’s a reliable and stable platform – giving us peace of mind to deliver optimum levels of customer service”.

The configurability of Xuber’s insurance software has been an important aspect of the Lockton solution. The Brokasure application offers a range of pre-defined reports that saves users a considerable amount of time in creating tailored ones. “Brokasure has enabled us to consolidate and produce reports consistently and easily.

We’ve built a number of middleware layers, predominantly around reporting, that allows us to report globally and drill down regionally and locally. A big benefit comes from Xuber’s parent company, Xchanging and their insurance processing experience – understanding the other side of processing and being able to test and adapt systems accordingly,” said Wheeler.

Designed for specialised London and multi-national brokers, Brokasure has been developed in close partnership with insurance brokers – a best practice which continues today. It’s no coincidence that Chris Wheeler, Head of IT at Lockton is also Chairman of the Brokasure User Group (BUG), a forum for users that collectively invest in the continual enrichment of the product and where Xuber plays a key role in ensuring that Brokasure can support current and future market initiatives.

Customers and partners meet regularly to discuss common challenges, system development and training needs, and to share knowledge and business analysis.

Lockton and the Brokasure User Group were instrumental in supporting the transition of the application from the AS400 system to an Oracle based platform in 2001 – an investment that has resulted in the company rolling out Xuber’s software across its business units.

Xuber continues to invest in product enhancement and in June 2012, a new release of Brokasure delivered a significant globalisation change of functionality to support brokers with an international presence. “Overseas growth is central to Lockton’s business strategy. It’s imperative that Xuber supports territorial variations such as multi-currencies across different lines of business and enables fast product-to-market timescales,” commented Wheeler.

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Benefits

- Scalability – to respond to mergers and acquisitions
- Flexibility – to integrate with business needs
- Future proof – technology to support current and future business requirements
- Speed – of reaction to business and market change
- Functionality – that enables business growth
- Reliability – from stable software and proven customer service
- Fully Configurable – to markets, businesses and users
- Industry Expertise – from specialised knowledge and technical staff
- Collaborative – with active User Group support

To receive our latest customer case studies, or if you would like to become one, please contact us at xuber.com



Xchanging Technology