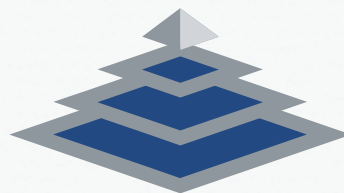




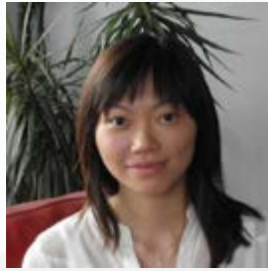
# Finance Services



DORSET SOFTWARE

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## Contact Us



If you have an upcoming IT project, we'd love to hear about it.

A member of our account management team is waiting to take your call, offering experience-led consultation on how best to deliver success for financial institutions.

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## About Dorset Software



Dorset Software specialises in creating custom IT systems, helping financial services organisations achieve compliance, streamline process management and increase transparency.

**Besides the creation of bespoke software products, it provides world-class development consultancy to major international banks, insurers and actuarial firms.**

It has also delivered round-the-clock infrastructure support for processes such as fund analysis, auditing and insurance. Support services are delivered by a knowledgeable, pro-active team boasting decades of experience in the field.

With a 100% track record of delivering projects on time and to an agreed budget, its solutions always meet - and often exceed - client expectations.

Dorset Software's tried-and-tested development methodology has underpinned 25 years at the heart of contemporary finance.

# Finance Services

# Retail Banking

## Banking on success

Dorset Software develops bespoke systems supporting a range of critical processes within modern retail banking. Its work has been instrumental in the delivery of services across entire continents, laying the infrastructure for smooth operation.

### International Payment Systems

Dorset Software has developed payment processing systems, handling all incoming and outgoing transactions across a range of communication protocols. Its work allows retail banks to increase the volume of data that can be processed without confirmation delays and has improved data consistency.

### Credit Card Issuing & Processing Systems

It has produced systems that allow credit cards to be issued directly by branch clerks. The time required to administer accounts has dropped dramatically as a result. This software helps banks to improve customer relations.

### Account Opening Systems

Dorset Software consultants have produced account opening solutions, built for heavy use on a face-to-face basis. Helping to standardise the collection of customer data across branches, they allow large institutions to deploy new product types more swiftly, and to automate many previously manual processes.



*"Bespoke software systems can increase transparency and efficiency throughout a corporate body."*

**Simone,**  
Project Manager

## Behind the scenes

Dorset Software has experience throughout IT infrastructure in the finance sector. It can assist in the delivery of systems that provide the foundation behind all services.

### Reporting Systems

Dorset Software is expert in the production of reporting solutions for major financial institutions, providing the additional transparency and perspective necessary for informed, well-rounded decision making. Its work spans an array of legacy and contemporary technologies, including smartphones and tablet devices.

### Customer Relationship Management Systems

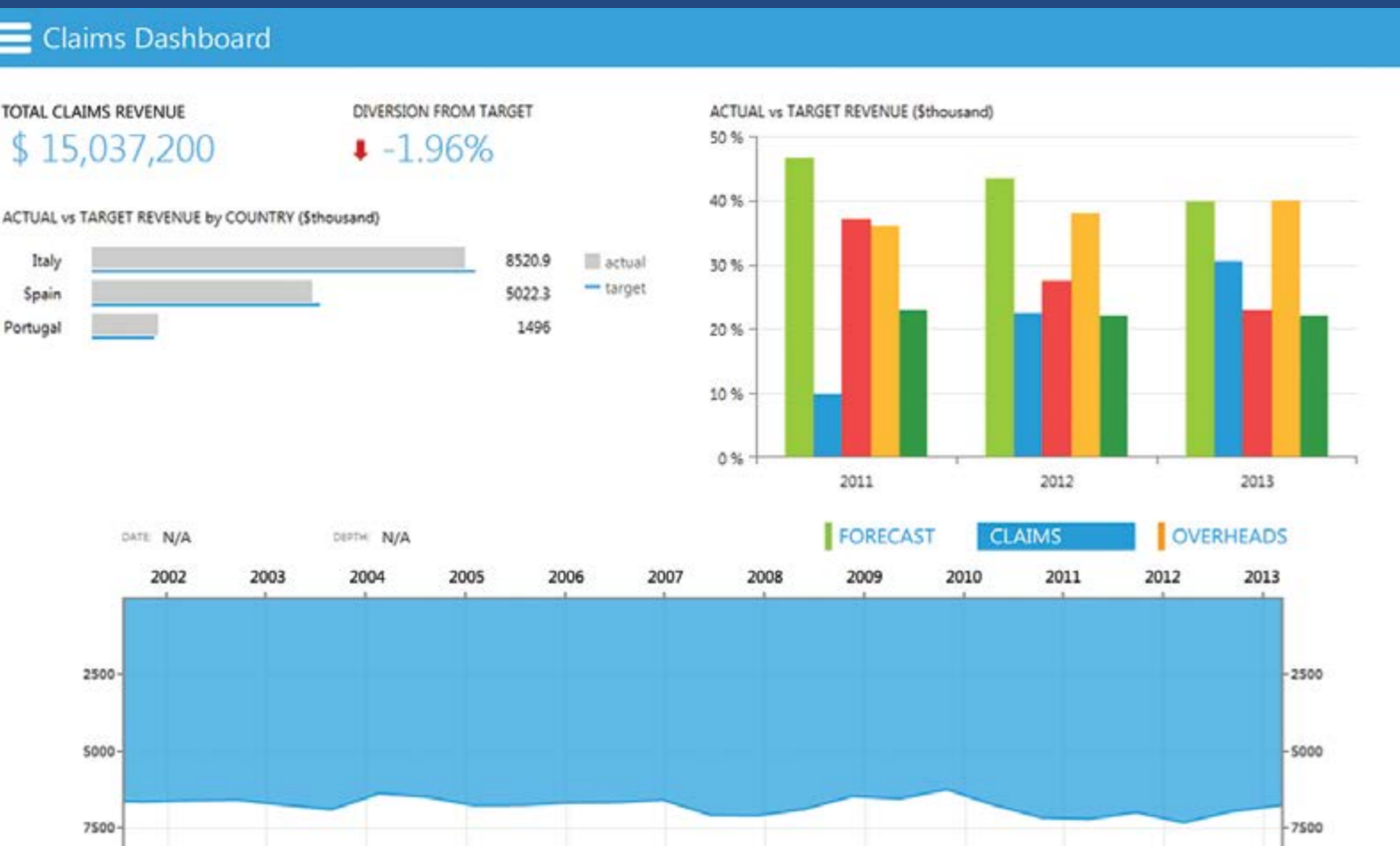
Financial organisations have called upon Dorset Software to produce an array of bespoke CRM systems, capable of handling all incoming customer data, both in-branch and online. It is well-placed to integrate CRM functionality with telecommunications, email and many other key services.

### Customer Auditing Systems

Customer screening systems created by Dorset Software allow major finance organisations to achieve compliance with strict regulations. This work often culminates in the integration of such security measures with pre-existing management systems, allowing for greater overall visibility of risk.

### Hardware & Software Infrastructure Deployment

Dorset Software also specialises in the deployment of IT systems organisation-wide, from hardware and operating systems to business critical software packages.



## Connecting with information

Dorset Software has experience in the development of extranet solutions, integrated with internal claims management systems to provide granular remote access for both staff members and stakeholders. Such systems allow third parties such as solicitors, actuaries and claimants access to transfer documents, receive live assistance or instantly collaborate.

This work helps institutions to communicate, as information flows more securely, swiftly and traceably than was previously the case.

It has also improved connectivity between insurers and clients, providing a single, convenient access point throughout the life of a claim or policy.

Management reporting dashboards allow users access to continually refreshed system data, filtered according to need. By providing a snapshot of activity across various segments of an organisation, these ensure crucial decisions are taken with all key facts at hand.

## Efficient claims management

Dorset Software has produced an array of claims management systems for national and global insurance organisations, capable of handling all data pertinent to cases, clients and external stakeholders. Its solutions have allowed institutions to scale their workload quickly and reliably - or thoroughly prepare for uncertain future circumstances.

The transfer to automated systems has allowed those affected by an incident to submit claims directly, improving the overall efficiency of claims management.

Such systems also allow response times to decrease and the costs associated with administering each case to fall rapidly, as information flows uninterrupted from claimant to insurer, and back again.

Dorset Software has also undertaken production of bespoke accounting applications for insurers, tailored to precise operational needs. Examples include catering for multiple languages and specific auditing or reporting requirements. Its tailored systems allow organisations to deliver improved levels of service by isolating key areas of potential development more swiftly.



Robust case management solutions allow insurers to prepare for unpredictable events.



Dashboard reporting systems ensure more facts reach more people, near-instantly.



## Risk management specialists

**Dorset Software has developed many complex actuarial systems, enabling insurers and other financial institutions to formulate robust risk management strategies.**

It has assisted clients in the production of financial stress calculation packages, developed for resale to insurers. Functionality includes the maintenance of corporate investment portfolios across a range of different asset types and detailed analysis of existing fund holdings.

Its work has allowed organisations greater transparency over their collective investments and much enhanced risk management capacity. It has also helped financial services institutions to realise significant revenue gains through the resale of financial modelling products.

Dorset Software is able to offer world-class operational support for such systems. Its staff also fully document any third-party business application, across an array of contemporary and legacy technologies.



*Dorset Software solutions allow insurers to thoroughly assess their exposure to risk.*

## Ongoing sustainability

**Critical business applications occasionally require complete redevelopment due to their increasing age, incompatibility with modern systems or the expiry of a support contract.**

Dorset Software has completed several such projects, migrating systems from inefficient legacy technologies to more sustainable and extensible alternatives.

It has assisted a leading provider of actuarial and availability solutions to migrate its flagship software product.

An advanced experience analysis application used by life insurance providers and other finance sector clients, the package exists as part of a larger product family.

Utilising sophisticated data mining and analysis features, including data cubing, it provides invaluable insight to many finance clients.

Dorset Software undertook a complete redevelopment of the application, providing a modernised system architecture, thorough system documentation and ongoing operational support services. The product continues to provide clients with outstanding data analysis functionality.



*Dorset Software allows countless organisations to anticipate and react to current trends.*

# Case Study



## The challenge

The National Health Service Litigation Authority indemnifies NHS Trusts against claims for both clinical and non-clinical negligence. Following a period of rapid and continuing expansion in both the size and scope of the responsibilities of the NHS LA, its board of directors realised that to be able to continue to offer a high level of service to its stakeholders, it needed to replace its ageing claims management system.

The current system was reaching its capacity in terms of concurrent users; performance was deteriorating and the risk of a system failure was increasing. Additionally, the NHS LA wanted to modernise its operational systems to ensure compatibility with its financial software, and to improve its internal business protocols. A comprehensive specification was subsequently put out to tender.

*"The solution was delivered on time, to budget, met our expectations and has delivered benefits we didn't even realise we needed."*

**Tom Fothergill, Director of Finance, NHS Litigation Authority**

## The benefits

The flexible and scalable solution delivered by Dorset Software offers extensive capacity, superior performance and was developed using leading development technologies. The NHS LA believes that the solution has absolutely met its expectations and has found that other, unexpected benefits have been delivered as a by-product of its deployment.

## The solution

Following a thorough tendering process, the NHS LA selected Dorset Software. Based on its suggested solution and its expertise Dorset Software was awarded the contract to develop a claims management solution, an intranet, an extranet, a public website and 3 years' support of the system.

Dorset Software worked closely with the NHS LA to undertake a complete analysis and re-design of the authority's business processes. The new claims management system manages the litigation procedure for all of the outstanding claims against NHS bodies.

It is a secure web-based application that interfaces completely with the authority's financial systems, and is administered by NHS LA staff using a content management system.

Extensive management tools for reporting and analysis offer improved visibility over the organisation, transparency of business processes promotes continual improvement, departments and systems have been streamlined and the web-based application fosters a flexible working environment, allowing employees to work from home.

# Some Of Our Clients



*"Dorset Software was very conscious of the need to ensure that we got what we wanted. They weren't just thinking of the 'now'."*  
**Kevin Hayter, IT Project Manager, London Borough of Wandsworth**



*"I haven't considered a usable lifespan for the system, as I see it as something that is always going to be relevant."*  
**Sean Walker, Head Of IT and Facilities/Information Security Officer, NHS Litigation Authority**



*"Dorset Software spent a lot of time looking at our requirements, and was flexible enough to see the way we wanted to go."*  
**Bruno Serfaty, Founder, White Knight Traders Llp**



*"We have been impressed with Dorset Software's prompt and thorough services."*  
**Geoff Young, E-Services Programme Director, Woking Borough Council**



*"Even after 10 years we have chosen to carry on using Dorset Software as and when we need temporary development resources, and will continue to do so."*  
**Chris Clements, Director, RM Education**

# Get In Touch

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