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### Description

## Empowering people through Insurance software automation

DOCOSoft is an innovative insurtech business known for helping some of the world's leading insurance organisations manage claims more efficiently and effectively. DOCOSoft's market-leading SaaS claims management systems enable claims teams in the Lloyd's and London and Global insurance markets to operate more efficiently, improve business performance, and deliver an enhanced customer experience. Privately-owned and fiercely independent, DOCOSoft competes and wins against much larger tech companies on the strength of its engineering excellence, its ability to respond with creativity and innovation to clients' challenges and opportunities, its uncompromising customer-focus and its specialist insurance market knowledge. DOCOSoft is the number one provider of claims management solutions to London's international insurance and reinsurance market, with half of all claims messages exchanged within the market passing through a DOCOSoft system. A third of the insurers active in the Lloyd's and London market use DOCOSoft's software to manage claims with a total combined value of around £15 billion.

### Problem being solved

For insurers, claims are famously the end-product, the acid test, the ultimate proof of the pudding. Delivering on their promises is crucially important for all insurance carriers. Handling claims promptly, fairly, and with excellent communication at every stage is vital to building and maintaining strong customer relationships. At the same time, to protect their bottom line and their ability to continue delivering for current and future customers, insurers need to handle claims efficiently, firmly, and in line with underwriters' expectations when the business was written. In today's increasingly complex and challenging risk landscape, DOCOSoft helps its customers operate securely, efficiently, and profitably - across multiple territories, multiple legal and regulatory environments, multiple (re)insurance market systems, and multiple lines of business. DOCOSoft's claims management software enables users to automate routine tasks and processes and focus the skills and experience of their expert claims adjusters where they will add the most value. With the market systems that support insurance transactions around the world evolving both rapidly and radically, DOCOSoft's agility and innovation in creating new claims management software solutions helps its customers face the future with confidence.

### History

It was in Japan back in the 1980s that DOCOSoft CEO Aidan O'Neill first started down the path that led him to the intersection between insurance and technology. As a young man, he travelled there from his native Ireland on a government-backed scheme providing tech graduates with experience in what was then the world's most dynamic technology economy. The years he spent in Japan made a lasting impression on Aidan. They imbued him with a mindset, focused on quality and service, that has continued to inform everything DOCOSoft does to this day.

Since the company was set up 15 years ago, DOCOSoft has gone from providing document management software right through to the highly sophisticated insurance claims management systems it specialises in now. The combined commitment to innovation and engineering excellence that Aidan encountered in Japan has helped DOCOSoft compete and win against far larger tech companies.

DOCOSoft provides mission-critical backend systems for global insurance carriers like Munich Re, Chubb, The Hartford and SCOR. More than 30% of Lloyd's managing agents use its claims management systems, reflecting £15bn in premium income. DOCOSoft processed around £10bn in claims payments during the 2022 calendar year, with roughly half of all claims messages in the London insurance market passing through its platform.

