



Media Alert

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Trinity Claims Selects Lexis Visualfiles as an Important Part of its State-of-the-Art Insurance Claims Management System

Insurance claims management service Trinity Claims – part of [TrinityM](#) Limited – has chosen Lexis® Visualfiles®, a rapid development case and matter management system, to fit into its versatile and responsive claims handling operation based in Tonbridge, Kent.

Choosing and integrating effective software to provide flexible, scalable and cost-efficient options for claims management is a hallmark of the Trinity Claims service. Visualfiles delivers and exceeds these prerequisites – it is rapidly deployable, customisable and user-friendly. This is the second time the directors at TrinityM have chosen Visualfiles from [LexisNexis® Enterprise Solutions](#) to automate and streamline case management. They previously selected Visualfiles when they formed the successful motor claims company SIMS, bought by AXA in 2009.

Tony Peppard, Managing Director at TrinityM, commented: “By using modern systems, Trinity Claims’ case handlers can concentrate on delivering world class customer service to our clients’ policyholders whilst the software takes care of all of the mundane and repetitive tasks. This makes perfect business sense to us. Excellent management information is a key differentiator in this market and Visualfiles is an important part of our toolset and contributes towards the professional and cost-efficient service we provide.”

Neil Hopkinson, Finance Director at TrinityM continues: “It is key that we can streamline and automate as many of our business processes as possible. This helps us ensure that claims are handled as efficiently as possible and allows the case manager to ensure that the end results are fair for everybody, and costs are controlled so that premium rates are protected. Visualfiles allows us to do just this and our successful relationship extends back over several years.”

Alan Fraser, General Manager, LexisNexis Enterprise Solutions, said: “In volume businesses, process efficiency is of utmost importance and has a substantial bearing on profitability. Visualfiles’ proven ability to deliver customised automated processes and its scalability sets it apart in the market. We are delighted that our longstanding relationship with Trinity Claims continues.”

Lexis Visualfiles is the most widely used case and matter management system in the UK, with more than 25,000 registered users in firms ranging from 5 to well over 1,000 employees successfully using the system. It is a proven, flexible and powerful entity-based system that allows firms to control their business processes today; and its unique rapid application development capabilities empower organisations to customise the solution to easily and quickly accommodate new market developments and changing business requirements.

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Note to Editors:

About TrinityM Limited

Founded in 2012, Trinity Claims (www.trinitym.co.uk) was established to provide the broader insurance industry with an effective and cost-efficient partner for outsourcing claims processes – either the entire operation or specialist areas within it.

The key to providing this is to use an advanced model and up-to-date technology combined with expert claims handlers who can oversee the whole process and to generate a culture of professionalism and understanding to ensure fairness all round.

In the household claims area, the company also hand-picks and directly manages a network of tradesmen – mostly small, independent businesses – who undertake the repairs.

Tony Peppard (Managing Director), Gerry Ward (Technical Director) and Neil Hopkinson (Finance Director) together previously set up the claims company SIMS in 2004, since when that company grew to over 500 staff and was bought by AXA in 2009.

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As a leading provider of software platforms, LexisNexis® Enterprise Solutions (www.lexisnexis-es.co.uk) works with customers to drive productive, efficient and reliable business decisions. Its solutions include Lexis® Visualfiles®, for case and matter management; Lexis® Redwood Analytics®, for business intelligence and budgeting software and services; and Lexis® InterAction®, a customer relationship management tool.

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