



System Integration

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? What is it?

System Integration is an automated system for us to receive the relevant information to issue and update ATE, this means minimal interaction and less double keying.

We do not require access to your IT Systems or Applications. There are no data protection issues, we will only see the relevant information sent to us by your system, which will be information agreed by you, on live ARAG policies and covered by our policy wording and our TOBA.

What is the process?

There are 2 ways we can arrange integration:

1. Your IT department can work with our developers who will provide a technical specification and support throughout the process, or
2. We can facilitate external IT support to assist with the implementation into your firm, if your IT department does not currently have the capacity.

What are the benefits to your firm?

1. When you update your case management system ARAG will automatically be advised of changes such as:
 - Admissions of liability
 - Issue of proceedings
 - Part 36 offers
 - Trial date/window
 - File closures
2. Time saving – approximately 90 minutes per policy
3. Less failures at Audits
4. Single source of truth

We can provide all the help and support you need, should you need to create a Business Case and/or perform a Cost Benefit Analysis to set-up Solicitor Integration.

What is the process?

Please contact your Account Manager to agree the implementation process.

