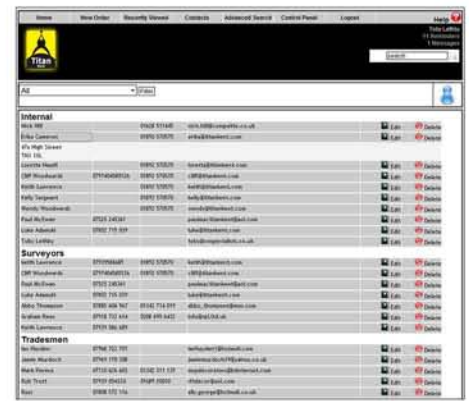


TK-CNS CLAIM MANAGEMENT SYSTEM

The TKCNS software is a fully integrated Claim Management System, created by Computer Network Specialists and Titan Kent, to offer a streamlined solution for the management and tracking of claims and related day to day communications.

The multi-user, multi-site system allows the user to track all information relating to a job/claim throughout the life-cycle of that claim, from "Instruction received" to "Job Completed". Users can attach documents (eg. Schedules and photos), perform inter-office messaging, create reminders and notes and perform search and query operations to immediately provide users with up to date information, all through an easy to use browser based interface.

The software comes pre-packaged with a client/policyholder interface module, to facilitate direct 3rd party communication and claim status updates, giving the both the client and policyholder up to date, tailored information relating to status of their claims over the internet, 24hrs a day.



key features

Claim Information When You Need It

The system has been created with ease of use and speed in mind. All information relating to the claim is displayed on one screen so the user doesn't have to go anywhere else to get the information they need, and can work more efficiently.

The screenshot shows a web-based form for claim information. It is divided into several sections:

- General:** Includes fields for Status (e.g., 'Awaiting paperwork from the policy?'), Owner (Erika Cameron), Entered on (19/01/2009), Work Start, Estimate End, Actual End, Excess?, and Deleg. auth?.
- Financials:** Shows Invoice (original) and Invoice (variation) both at £ 0.00, Invoices total at £ 0.00, Sales order at £ 0.00, Costs against claim at £ 0.00, and a Total of £ 0.00.
- Contact Details:** Split into 'Risk Address' and 'Mail Address' sections. Risk Address includes Name (Mr Cleaver), Address, Postcode (BN7 2EX), Tel (01273474868), Work tel (01273475918), Mobile, and Congestion (No). Mail Address includes Name, Address, Postcode, Tel, Work tel, and Mobile.
- Client Information:** Client (Halifax), Client dept, Claim ref (418513966), Client Contacts (Mr copley supplier line), and Surveyor (n/a).
- Follow Up:** A section for setting reminders, including 'Not on Follow up' or 'On Follow up', 'Until', 'Reason', and 'Set reminder'.
- Miscellaneous fields:** A large empty area for additional notes or information.

Integrated Messaging & Notes System

The integrated messaging system allows users to send messages internally to individuals or groups, leave notes relating to the claim and even setup reminders which will appear on their homepage. Copies of these will also be sent to the related users.

Messages / Notes New Message				
Status	Public	Date	By	Subject
	<input type="checkbox"/>	12-03-2009 14:31	Loretta Hazell	New instru
	<input type="checkbox"/>	12-03-2009 14:30	Loretta Hazell	new form s
	<input type="checkbox"/>	12-03-2009 14:18	Erika Cameron	hf called w ***URGENT*
	<input type="checkbox"/>	11-03-2009 12:06	Kelly Sargeant	11/03/09 G pictures ro
	<input type="checkbox"/>	24-02-2009 15:26	Nick Hill	imported w after recei original pw PH called C

key features

Streamlined User Dashboard

Upon logging in, the user is presented with their simple, easy to use dashboard. Reminders allows them to click through directly to claims that have important events set. Messages allows for viewing and replying to messages that have been received.

The screenshot shows the Titan user dashboard. At the top, there is a navigation menu with links: Home, New Order, Recently Viewed, Contacts, Advanced Search, Control Panel, Logout, and Help. The user's name, Toby Lethby, and notification counts (11 Reminders, 1 Messages) are displayed in the top right. A search bar is located below the navigation. The main content area is divided into two sections: Messages and Reminders. The Messages section shows a single message from Toby Lethby dated 6th Mar 14:04 with the subject '999 - test'. The Reminders section is titled 'Order reminders' and lists several reminders with dates and descriptions, such as '17-01-2009 00:00 416728798 - Loretta is schedule recd from revised claim for p/'. A 'Financial reminders' section is also visible at the bottom of the reminders list. At the bottom of the dashboard, there is a footer with contact information: 'TK-CNS - visit www.titankent.com for more details. Email tions@titankent.com for help. TK/CNS v0.15

Contacts Management System

This is a categorised listing of all contacts that have been added to the system, either in this area, or via claims pages. All contacts are sorted into groups which can be filtered, and the "edit details" overlay allows users to attach to system users, Trades, Clients or Surveyors. This data is also used in the main claim area.

The screenshot shows the Titan Contacts Management System. The top navigation menu is the same as in the dashboard screenshot. Below the navigation, there is a search bar and a filter dropdown menu set to 'All'. The main content area displays a list of contacts, categorized into three groups: Internal, Surveyors, and Tradesmen. Each contact entry includes their name, phone number, email address, and icons for 'Edit' and 'Delete'.

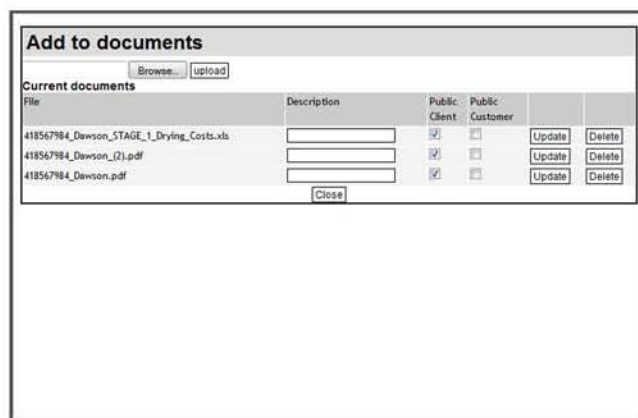
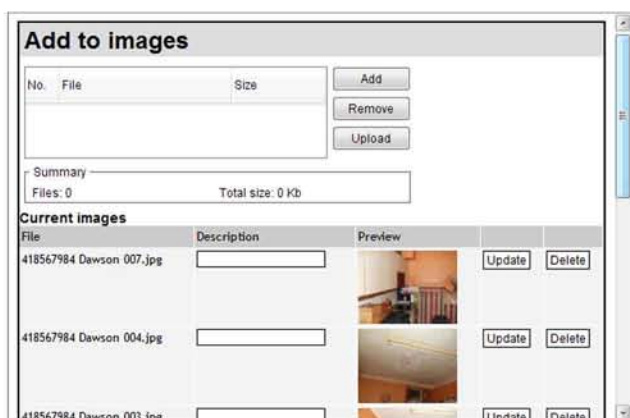
Group	Name	Phone	Email	Actions	
Internal	Nick Hill	01428 931445	nick.hill@compelle.co.uk	Edit Delete	
	Erika Cameron	01892 570570	erika@titankent.com	Edit Delete	
	Loretta Hazell	01892 570570	loretta@titankent.com	Edit Delete	
	Cliff Woodwards	0197404580126	cliff@titankent.com	Edit Delete	
	Kath Lawrence	01892 570570	kath@titankent.com	Edit Delete	
	Kathy Sargent	01892 570570	kathy@titankent.com	Edit Delete	
	Wendy Woodwards	01892 570570	wendy@titankent.com	Edit Delete	
Surveyors	Paul McEwan	07525 245361	paulm@titankent@aol.com	Edit Delete	
	Luke Adams	01852 715 019	luke@titankent.com	Edit Delete	
	Toby Lethby		toby@conspicabts.co.uk	Edit Delete	
	Keith Lawrence	07939586689	01892 570570	keith@titankent.com	Edit Delete
	Cliff Woodwards	0197404580126	01892 570570	cliff@titankent.com	Edit Delete
Tradesmen	Janis Marjoch	07948 170 508	janismarjoch79@bt.co.uk	Edit Delete	
	Mark Reeves	07710 426 605	01342 311 139	markreeves@btinternet.com	Edit Delete
	Rob Trist	07939 284224	01649 20010	rtrist@bt.com	Edit Delete
	Buzz	07808 972 116	ally.george@hotmail.co.uk	Edit Delete	
	lan Hayden	07948 722 701	lanhayden@btinternet.com	Edit Delete	
	Janis Marjoch	07948 170 508	janismarjoch79@bt.co.uk	Edit Delete	
	Mark Reeves	07710 426 605	01342 311 139	markreeves@btinternet.com	Edit Delete

The screenshot shows the 'Edit contact' form in the Titan system. The form is titled 'Edit contact' and has a 'Filter' dropdown at the top left. It contains several input fields for contact details: Title (Mr), Name (Cliff Woodwards), Address (47a High Street, Tunbridge Wells), Postcode (TN11 1XL), Phone (01892 570570), Mobile (0797404580126), Fax, Email (cliff@titankent.com), Trade (n/a), Site user (cliff), and Notes. On the right side, there is a 'Group' section with a list of categories and checkboxes: Internal (southeast), Internal, Surveyors (checked), Tradesmen, Clients (Halifax), Clients (Munters), Clients (Merlin), Clients (Service Master), Clients (Oriol), and Clients (Halifax PCC). At the bottom right, there are 'Cancel' and 'Save' buttons.

key features

Upload Photos & Documents Quickly and Easily

The claim system has integrated uploaders for both documents and images. On upload, these are attached to the claim, and keyword tags can be used to allow for searching, if required. To save time, multiple images can be uploaded at once, and all are resized to reduce file size on the server. These images are then made available on the portal part of the main website.



View Recent Claims To Save Time

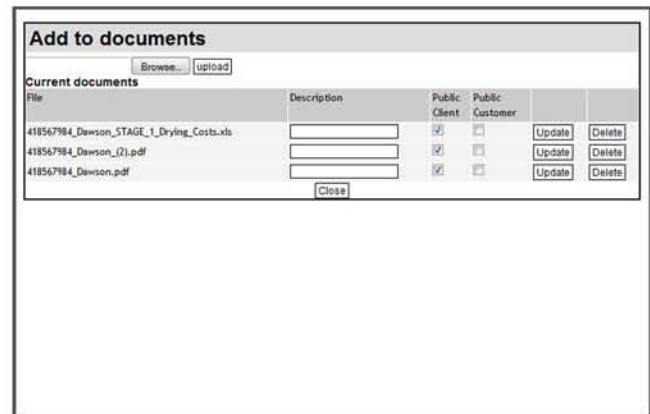
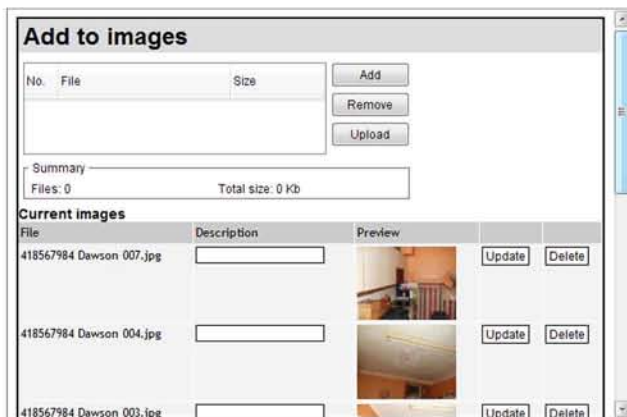
This area offers a real-time listing of all claims that have been opened on the system, to ensure users have a way of quickly finding claims that are being processed without the need for searching the system.

Order	Viewed	Customer	Client	Status
416997954	2009-03-16 12:14:35	Mrs Harding	Halifax	Job allocated to the trade
418362114	2009-03-16 12:10:25	Mrs Cotgrave	Halifax	Job allocated to the trade
418795620	2009-03-16 12:01:23	Mrs Harris	Halifax	Awaiting approval
418555638	2009-03-16 12:00:31	Mr Piliarajah	Halifax	Awaiting approval
418166906	2009-03-16 12:00:29	Mr Esguerra	Merlin	Paperwork sent to policyholder
418806970	2009-03-16 11:58:49	Mrs Clout	Halifax PCC	Instruction received
418260740	2009-03-16 11:58:15	Mr Marley	Merlin	Invoice Paid
418567984	2009-03-16 11:56:40	Miss Dawson	Halifax	Instruction received
417720950	2009-03-16 11:56:25	Mr/Miss Jones/Button	Halifax	Invoice Paid
418649848	2009-03-16 11:54:22	Mrs Waterer	Halifax	Awaiting paperwork from the policyholder
418566534	2009-03-16 11:53:53	Mr & Mrs Martinelli and Horton	Munters	Instruction received
418501549	2009-03-16 11:45:02	Dr Mountjoy	Halifax	Awaiting paperwork from the policyholder
417598225	2009-03-16 11:40:58	Mr Bennett	Halifax	Awaiting approval
B0823599	2009-03-16 11:30:24	Mr Donaldson	Munters	Instruction received
418387073	2009-03-16 11:29:25	Mrs Vernon	Halifax	Paperwork sent to policyholder
418547611	2009-03-16 11:26:35	Mr & Mrs Wilson	Halifax	Awaiting paperwork from the policyholder
418228803	2009-03-16 11:23:34	Dr Mitsgar	Halifax	Job allocated to the trade
418781627	2009-03-16 11:19:30	Mr Hamilton	Halifax	Job cancelled
418451072	2009-03-16 11:17:38	Mr McCready	Halifax	Job to book
418793932	2009-03-16 11:11:52	Mr Ahmed	Halifax	Job cancelled
418779726	2009-03-16 10:57:03	Mr Madder	Halifax	PH cancelled claim
418468157	2009-03-16 10:55:36	Mr Burnett	Halifax PCC	Awaiting approval
418430565	2009-03-16 10:50:36	Mr & Mrs Herrtrott	Halifax PCC	Job to book
418364789	2009-03-16 10:46:21	Mr and Mrs Innes	Halifax PCC	Instruction received
418663425	2009-03-16 10:45:17	Mr C Thomas	Halifax	Report only

key features

Advanced Search System

Data is indexed to allow for fast, in-depth search to be performed. The advanced search area allows for the searching of any part of a field, using various parameters such as date entered, user, status etc. The results can then be exported to an excel csv file for further reporting or mail merges.



User Access Levels

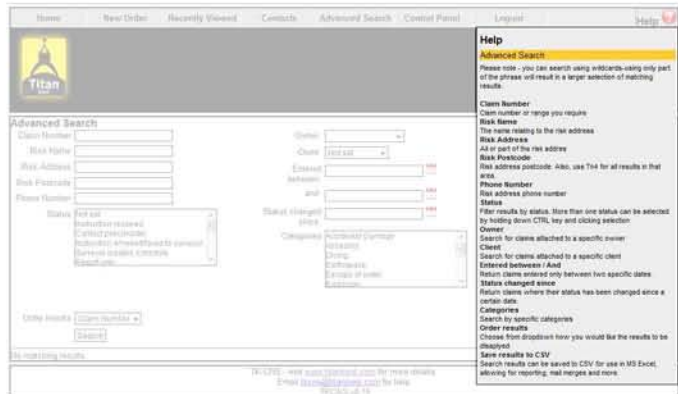
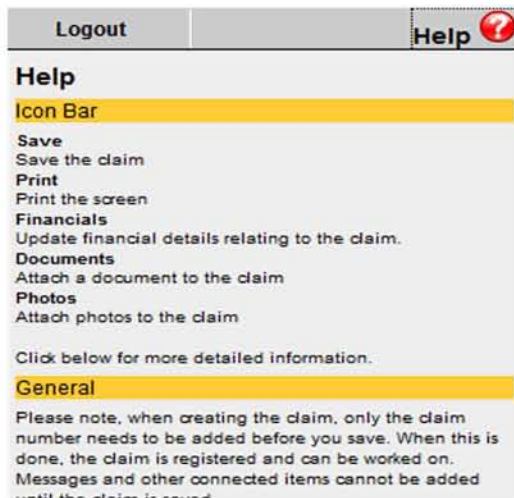
For an added layer of security, user access levels are available. Members of staff have the ability to use the majority of the main system features, but admins can delete claims (and all related data), edit users, Status', Categories and Company Details, and also export all claim data to a excel csv file.



key features

Inline Help System

Inline help is available, to give users guidance on the various features they will use. This can be edited by Admins so that if any further explanations are needed, they can be added quickly. Content can also include more in-depth walkthroughs by way of "More Info" popup boxes.



Website Integration

To aid communication between Customer/Client and Supplier, a portal component is available, which can easily be integrated into any website. This allows Customers to check the status of their work and send messages. Clients can check status, view documents, photos or notes and also send messages directly to the owners of the claim.

For an added layer of security, Clients have a Unique ID, and each user must enter an e-mail address and receive a pin code by e-mail before they can proceed.

