



Case Study Meridian Risk Solutions



**Paula Duplock,
Compliance Officer**

"We continue to work closely with Morning Data and find it is so refreshing to know our opinion counts. We are a small Company and to have the opportunity to put forward ideas and for these to be taken on board and used to enhance NOVUS."

Meridian Risk Solutions Limited was founded in 2002 with the aim to stand above the competition by providing our customers with exceptional services, quality products and unparalleled customer support. The business grew steadily, eventually expanding in to Energy and Non-Marine sectors. In 2011, the Meridian management team identified that the incumbent system was unable to support this growth without significant investment, which far exceeded acceptable budget levels. The Meridian project team commenced a review of the potential vendors, looking to address the follow key requirements:

- As a minimum, to provide the same level of functionality as the incumbent system,
- Improve processing efficiency,
- Enhance the overall user experience,
- Scalable to support the continued growth of Meridian and within acceptable budget levels.

Morning Data were delighted that Meridian selected NOVUS, Morning Data's end-to-end insurance administration solution, after completing a comprehensive review of potential suppliers. Morning Data has been providing solutions to the Global Insurance Market, including the London Market, for over 30 years. All of Morning Data's employees sit CII examinations, which means each member of the Morning Data team has an understanding of the insurance market, regardless of their role.

The implementation project started in August 2011 and Meridian benefited from:

- Project completion 3 weeks ahead of the original estimates,
- Project and running costs kept well within agreed budgets,
- An enhanced user interface providing an intuitive user experience,
- Process automation providing great processing efficiency,
- Scalable solution on the cloud, enabling Meridian to be confident that NOVUS would support future growth.

Kirstin Duffield, MD of Morning Data

"Our agile delivery approach, along with an open and collaborative relationship with the Meridian project team, has meant that NOVUS was delivered 3 weeks earlier than expected. This demonstrates that a true partnership with your clients can bring positive outcomes. NOVUS is a scalable solution and, through our cloud delivery, can be scaled quickly to support the growth plans of Meridian. We look forward to continuing to work with Meridian in this collaborative partnership."

Paula Duplock, Compliance Officer

"The service provided from Morning Data is excellent, their communication, turnaround response time is fantastic. Morning Data provide friendly, good support and communication, which is vital when making a big change within any organisation. The system is user friendly and upon regular use, employees have become more confident and definitely increased their speed of input. A very important element, which helped assist with the decision for Meridian to proceed with NOVUS, was a vital change to our Business Continuity Plan. NOVUS can be accessed by the web and this has been tested regularly to ensure in the event of a disaster Meridian can continue with their day to day requirements away from the office."



About NOVUS

NOVUS is an integrated end-to-end insurance administration platform. The suite of available modules can be tailored to meet the many specific needs of your insurance operation, whether you are a Broker, MGA or Coverholder. Fully scalable to support two to thousands of users, NOVUS will grow with you. Deployed either on premise or in the Morning Data cloud, providing your users the ability to access NOVUS from anywhere.

NOVUS is an Enterprise, fully hosted solution for intermediaries wishing to run a single integrated software system handling Quotes, Policies, Markets, Cash, Claims and Reporting. Whether you are high-value/low-volume, or the reverse, handling Facultative or Reinsurance business through Treaties, Binders, Lineslips or direct, NOVUS is able to offer you a secure, flexible, scalable solution in one easy to use system.

About Morning Data

Morning Data is a leading supplier of world-class software and service solutions for the global insurance industry. Morning Data has been providing state-of-the-art Insurance Software Systems to its clients since 1985. Although the family's involvement with Lloyd's goes back to the 70's with the provision of the green vans between London and Chatham.

You will benefit from a partner with over 30 years' experience and a client-centric focus, as we strive to support the global market with facilitating simpler and more cost effective electronic trading and automated processing. This support for automation in the market will open opportunities for Coverholder, Brokers and Carriers to benefit from reducing administration and the provision of information quickly to interested parties.

About Meridian Risk Solutions

Meridian Risk Solutions Limited was formed in 2002 as a Marine insurance broker. We have grown steadily since then and subsequently expanded into the Energy and Non-Marine sectors to further develop the services we offer our clients. That expansion has consolidated our reputation as reliable, friendly and efficient.

Our experienced professionals combine an in-depth knowledge of their markets with strong client relationships, enabling them to deliver innovative risk solutions. We are experts in handling risks ranging from the largest oil companies or government assets through to more modest private risks.

The more complex the risk, the more important it is that your broker has an in-depth understanding of the market in order to find the most appropriate solution. We take pride in our knowledge of local markets and our absolute priority is to provide all our clients – whatever their size – with a level of personal service that larger companies find hard to match. No matter how awkward the problem, we will find a solution.

To request a demo, contact:

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