

Early Claims Assessment Service Line - Insurers



Enhanced Litigation Management Solutions

The ECA Service Line lets insurers and their claim assessment teams easily and cost effectively carry out investigations of large volumes of documentary material.

Use it When

- Conducting a claim investigation and assessment.
- Carrying out a claim risk analysis, especially during early phases of matters prior to the appointment of external lawyers.
- Identifying relevant document sets to brief barristers or experts directly.

You could also consider requesting your insured to use this tool when assembling material to support their claims to enhance your assessment process.



Common problems locating and investigating documents without the ECA Service Line include:

- 1 having to search and review documents across multiple sources such as emails, network drives and databases;
- 2 not all of the document sets are fully text searchable, making the searches unreliable;
- 3 depending on the internal systems available, you may not be able to easily search across document sets;
- 4 you cannot easily track what has been reviewed, so you may review the same document more than once;
- 5 you have no means to de-duplicate the set of documents leading to multiple reviews of the same document;
- 6 you cannot easily sort all documents chronologically to review them in date order;
- 7 you cannot easily filter the documents into categories to assist with locating critical documents;
- 8 your systems may have no AI tools to assist you identify near duplicates or documents with similar concepts; and
- 9 sharing multiple documents with external parties is time consuming and at times difficult.

THE ECA SERVICE LINE SOLUTION

You or the Insured identifies and collects the documents or document sources which require investigation.

If needed ELMS can help you collect the documents without altering the metadata of each file (in case those files are needed later for litigation).

ELMS ingests the documents into an eDiscovery database where we deduplicate the documents and make them fully text searchable.

ELMS trains you on how to use the eDiscovery database.

You carry out the searches and use the analytical tools to identify critical documents. ELMS can assist with this task if required.

ELMS have set up workflows in the eDiscovery database which help you track what documents you have reviewed.

You can ask ELMS to provide access to the documents or subsets of them to external parties such as external lawyers, barristers and experts.

Once the review is complete, ELMS can:

- continue to hold the documents in the eDiscovery database for later use;
- prepare a subset of the documents for you in a fully hyperlinked text searchable PDF solution;
- remove the documents; or
- put the documents in archive mode.



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