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## **ATRIUM GOES LIVE WITH ROOM'S NEW BPO SERVICE**

*29 October 2007, London* – Atrium Underwriters Ltd (Atrium) is the first insurer to go live with a new business process outsourcing (BPO) service launched by ROOM Solutions, the specialist provider of IT solutions and services to the commercial insurance industry.

Atrium is currently outsourcing the risk entry of its Aviation and Aviation War books of business and is planning to expand the service to cover further lines of business.

Simon Cooper, chief operating officer of Atrium's syndicates, said: "Our pilot project has seen ROOM's BPO solution delivering the data quality levels our business expects with improved turnaround times. By using ROOM's solution to undertake risk entry we are freeing up skilled team members at the box who will now be able to focus on higher value elements of the underwriting process. We have been impressed with the level of expertise applied to the solution and this has minimised disruption to the users. We are now expanding the project into other classes and integrating the new process into our standard procedures."

Using its unique combination of in-depth knowledge of the insurance sector and technology, ROOM plans to provide a step-change in the quality and efficiency of insurance-focused BPO by using an innovative combination of people and technology.

Commenting on the move, ROOM's commercial director Dr Ameet Dave said: "We're delighted that Atrium is working with us on this highly innovative BPO model. This unique service combines ROOM's London market expertise and the methodology for guaranteeing efficiency gains from the inception of the



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BPO service, developed by our parent company (NIIT). The results demonstrate that this produces a step-change in the quality of BPO Services available to the London market. We are confident that the same performance will be achieved with other processes. Utilising these services will enable our customers to maximise the amount of time their staff can spend on activities that generate the most value for the business with the confidence that the more routine processes are being carried out to the highest standards.”