



**Aquarium is proving  
tailor made for  
Williams Pitt**



  
**AQUARIUM**  
we're ready

# An independent firm of chartered loss adjusters, Williams Pitt has been providing national loss adjusting services dedicated to the niche insurance market since 1987.

The niche insurance market revolves around service to individuals by individuals and the Williams Pitt loss adjusting and claims handling service covers commercial property, liability, household, high net worth, estates, local authorities, construction and claims management.

## The Challenge

A desire to grow the existing business demanded a new software package that could deliver claims management services more effectively than ever before, while also improving reporting procedures. Operating out of two separate regional offices, they also needed a system that would improve communication and the flow of information and Aquarium fitted the bill nicely.

## The Solution

Williams Pitt had been looking for a bespoke claims management system for some time and were in the process of investigating a number of software solutions when they saw the Aquarium system being used by one of their own suppliers - and were immediately impressed.

Aquarium software supplied its latest cloud computing and claims management system technology to Williams Pitt. Being web-based means the

Aquarium applications can be accessed anywhere, making it easier for Williams Pitt, while in built messaging and easy access to the claim file and detailed claim journal provides participants with all the information they require, wherever and whenever they need it.

The need to treat customers fairly and consistently is paramount, hence the increased transparency and reporting of Aquarium was another key part of the solution.

The Aquarium software is flexible enough to be easily modified if required, without expert IT involvement. Web based software and “cloud computing” also eliminates the problem of buying and maintaining expensive computer hardware, freeing Williams Pitt to do what they do best without the need for additional capital expenditure.



## Clients View

“We looked at a number of systems and one of our own suppliers was already using Aquarium and when we saw it in action, it just looked like it would suit our needs perfectly so we decided to find out more. Aquarium just seemed tailor made for the way our business flows and the management information and contacts we have and we are now looking forward to taking advantage of Aquarium’s functionality.

“We have to adhere to many rules and regulations, for example from the FSA and other bodies and need to be able to tangibly demonstrate that we adhere to the very highest quality standards. Aquarium allows us to do this in a much more user friendly and quicker way; that’s the beauty of what Aquarium can do for us. We also want to improve the transfer of data and carry out our work with accuracy and speed and it’s incredible just how well this new system from Aquarium ticks all the boxes.”

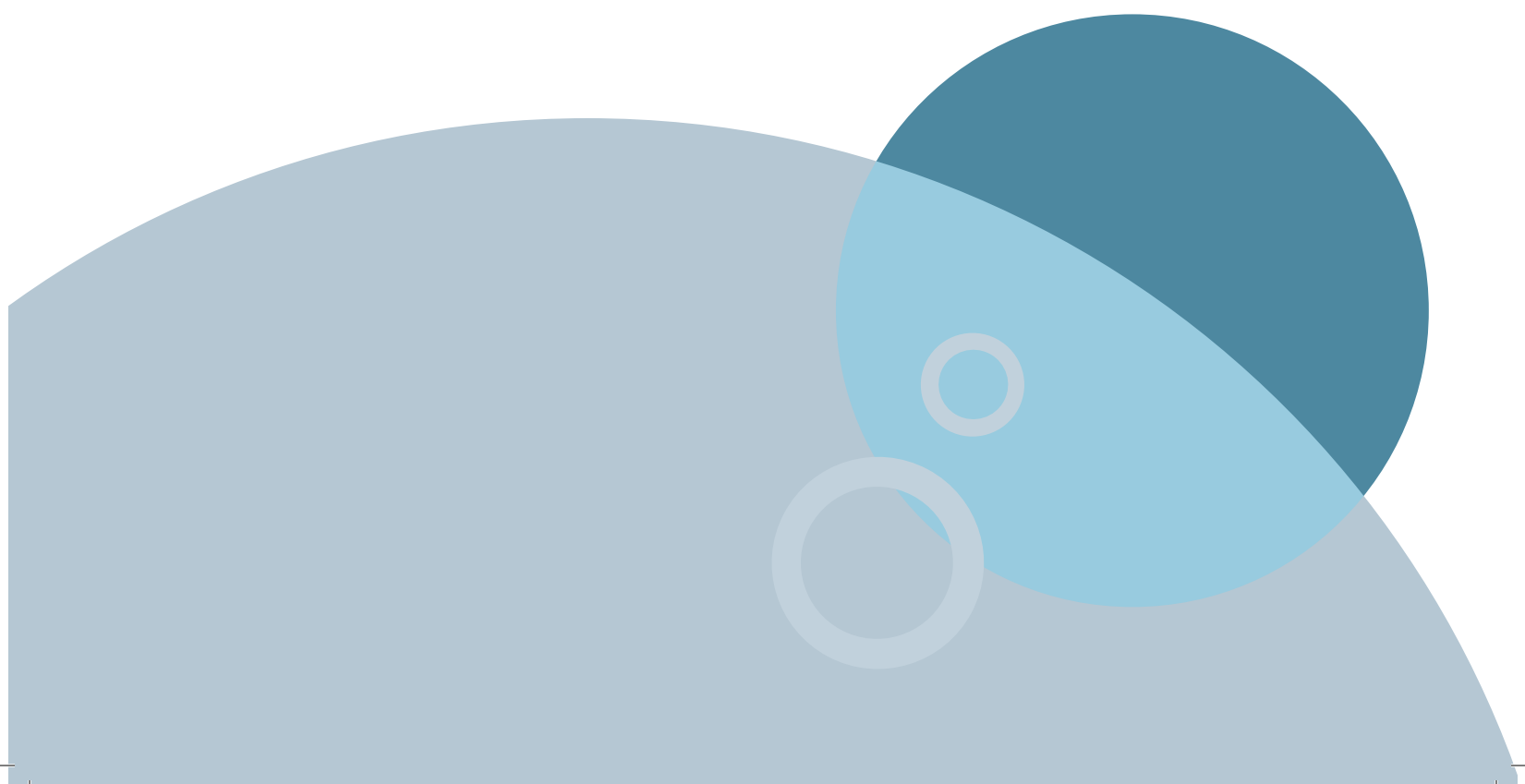
**Craig Moxon** - Director, Williams Pitt

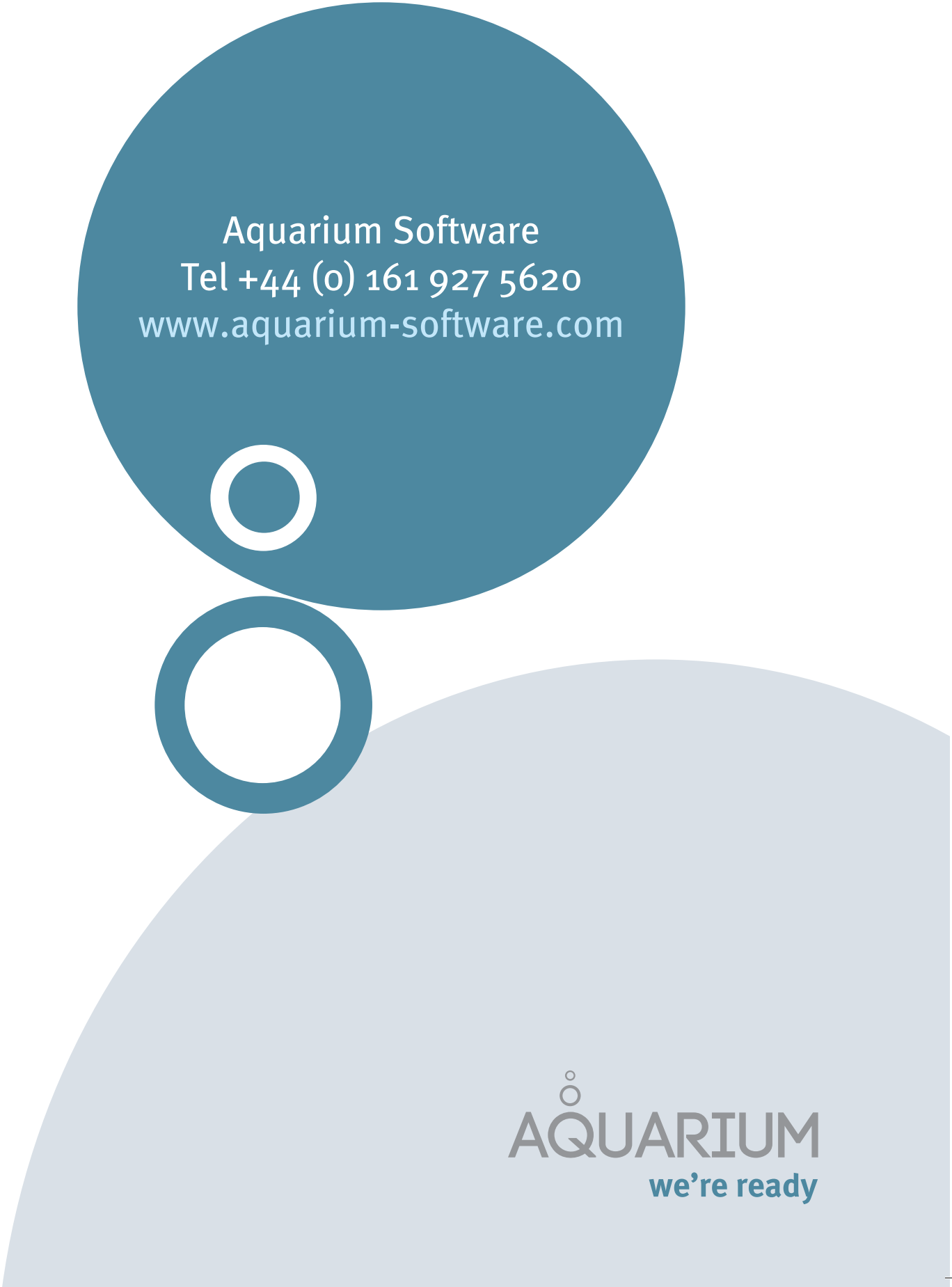
## Aquarium View

“It is fantastic to welcome a business like Williams Pitt on board as an Aquarium customer. It is really exciting to be working with another prestigious company from the loss adjusting sector and as the recommendation came from an existing client, it’s a real vindication of the work we have been doing for our clients in this highly competitive arena. Our cloud computing technology opens up a new and innovative ways of working and we are confident this will deliver tangible business benefits for Williams Pitt going forward.”

**Mark Colonnese** - Sales & Marketing Director,

Aquarium Software





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