Aurum Solutions

Admiral

INSURANCE

Admiral

Going above and beyond to guarantee accuracy at record speed

Together with **aurum.solutions**

Improving with ease

For over 30 years, Admiral have lived by their reputation to make everything rewardingly simple. Despite this, they don't shy away from taking on more – famously, they were the first to launch MultiCar Insurance.

To sustain a feeling of effortlessness for their customers whilst going above and beyond to offer them the best value, they therefore required financial back-office processes and software which matched these principles.

The solution

As one of the top 20 best companies to work for in the world, Admiral clearly don't want to just make life better for their customers, but their staff too. As such, they looked to invest in software that would generate benefits for both. This resulted in Admiral seeking to upgrade their reconciliation software.

However, despite them identifying room for improvement, they remained unsure of whether their ambitions were realistic. After all, Mandy Healey, Customer Accounts Manager, "thought it would not be easy for another reconciliation company to meet our [their] existing requirements".

Nevertheless, through the help of an in-person, interactive demonstration, it soon became clear to Paul Clifford, Customer Accounts Debt and Reconciliation Team Manager, and his team, that "Aurum's solution fitted the bill".

With the team needing to continue to process payments from various methods, protect against fraud, and more, plus be prepared to do so even as volumes increased and new products came to market in the future, Aurum's customisable and fully scalable automation was the answer they had been looking for.

We saw that Aurum Solutions was a company we wouldn't just buy from, but one we would also develop a close working relationship with.

Paul Clifford, Admiral
Customer Accounts Debt and Reconciliation Team Manager

The result

The demonstration of Aurum to Admiral employees was run in-person rather than virtually, something that Paul believed “was really helpful” as it meant that “the solution’s designer was able to interact with the team and answer any questions.” Being a company that is centred on collaboration and witnessing the value that Admiral employees gained from this experience, we made sure that this continued when they went live with the Aurum software.

What might seem like a small gesture made a big and lasting impact. Especially given that “previously bank reconciliation was a bit of a stumbling block in training terms and had made the team hesitant” according to Mandy; “but with Aurum, it was much easier”. Ultimately, thanks to the in-person training, the Admiral team got up and running quicker and they bought into Aurum for the long-term.

> “The ease of using Aurum stood out from the very start. Our reconciliation team is experienced but they really appreciated its powerful functionality and how conducive it is to our work.”
>
> **Paul Clifford, Admiral**
> Customers Accounts Debt and Reconciliation Team Manager

Moreover, having members of the Aurum team on hand to assist with the implementation of Admiral's new software brought about benefits which impacted beyond their end users. For example, it meant that IT set-up issues were overcome, solutions were generated to slim down data import times, and that Admiral were able to retain historic data.

> "Installation turned out to be really easy and the need to get our IT Department involved was much less than I'd anticipated."
>
> **Paul Clifford, Admiral**
> Customers Accounts Debt and Reconciliation Team Manager

In operation, the benefits continued. From boosting matching rates by 90% to improving productivity, Aurum delivered to Admiral exactly what they were hoping to achieve. Best of all, Paul notes that "growth at Admiral means that the Aurum software is handling many more transactions than at the start and it has proved more than a match for coping with our increased volumes".

> “Our reconciliation process takes less time now and productivity has improved. We’re achieving 90% or better in terms of automatic match rates; the way our business is expanding there’d be a problem if it was much less than that!”

Mandy Healey, Admiral
Customer Accounts Manager

With productivity and accuracy guaranteed, Admiral is proud that they’ve got a track record of balancing back to the penny every day and never having anything showing in the ‘unallocated cash’ account – a testament to their partnership with Aurum Solutions.

> “Our experience with the application is that it has lived up to our expectations – our automatic match rates have improved and I’m really pleased that the support from Aurum Solutions has been there from day one.”

Paul Clifford, Admiral
Customers Accounts Debt and Reconciliation Team Manager

Numbers don’t lie

Reconciliation is our thing.

Admiral's continued success is founded upon Aurum's partnership approach - taking the time to understand their unique needs and producing a tailored solution. Just like how every transaction we match is unique, our motto is "what makes you different, makes you special". That's why we always work with rather than against your systems to place you in control of your data.

It's time to automate your reconciliations.
Together with **aurum.solutions**

Book a demo