CASE STUDY: **Hastings DIRECT**

CHECKPRINT SOLUTION

Hastings Direct, a division of Hastings Insurance Services Limited, is a UK company providing insurance policies and related products by phone and on the internet. Launched in 1997 offering private car insurance, Hastings Direct's product range has been extended to include home and motorcycle insurance, as well as a full range of additional products, such as motor breakdown cover.

The task of issuing claims cheques to customers was a lengthy process as Finance Project Manager at Hastings Direct, Dave Peacock, explains:
"We wrote cheques in two ways. One, manually and the second via an antiquated dot matrix printer that was slow and required additional processes such as a cheque signature stamper and a noisy bursting machine, followed by a process to match the cheques with the relevant letters."

The Solution

The Check*Print* Solution uses secure, award winning cheque printing software, in conjunction with Pira Grade 1 approved MICR (Magnetic Ink Character Recognition) printers to print the cheques and letters.

Combined printing of cheques and letters eliminates the manual matching, signature stamping and bursting processes.

The flexible solution supports multiple print layouts allowing Hastings Direct to easily add additional cheque and letter requirements for new solutions and developments that arise as the business evolves.

Outcome

The Check*Print* Solution has reduced the time it takes to print and check through the cheques from 2-3 hours to 30 minutes.

In addition to the time saved, Dave Peacock mentioned the following benefits:
- More professional output
- Audit trail where there was not one previously
- Process hugely simplified

Commenting on the installation Dave said:

"We now have a simple solution, owned within the Finance department without IT knowledge required

I am extremely happy with both the solution and the superb level of service that is provided by Checkprint. I have worked with a number of '3rd party' providers over a 15+ year IT career and can comfortably say that Checkprint are way out in front in all terms of service."

The Check*Print* Solution was one of the key products that led to Checkprint being awarded the Queen's Award for Enterprise in the Innovation category. The technology employed makes this one of the leading cheque and payment related systems for corporate use, in the world.