

To: All Broker Contacts  
All Company Contacts  
Lloyd's Managing Agents  
Market Repository Contacts  
Software Providers

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market communication

**RE: XCHANGING SELF SERVICE PORTAL**

Following the launch of the Xchanging Self Service Portal, refer Xchanging market communication 2015/073, dated 14 July 2015, we would like to inform you of a change to the link to access this service. This change will be effective from Monday 1 February 2016.

The new link to the Xchanging Self Service Portal is;

<https://xchanging-sso.onbmc.com/atriumssso/UI/Login?realm=BmcRealm&goto=https://xchanging.onbmc.com/arsys/>

The Self Service Portal enables all users of the Core Central Systems (IMR, ECF, CWS, CLASS, etc) to raise service incidents and requests directly with the Xchanging Support Teams via a web based interface.

For carriers, brokers and third parties, whom are consumers of the services, there are numerous benefits that are provided with the use of the Self Service Portal, these benefits include:

- Improved and faster triage to an Xchanging Resolver Team/Service Desk Owner.
- Instant logging and triaging, enhancing the transparency of the issue raised, meaning your Service Level Agreement (SLA) starts immediately.
- Pre-defined templates ensuring the capture of all required information upfront, reducing requests for further information.
- Personalised 'favourite' templates to make raising a call quicker and easier.

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- Full audit trail of calls and visibility of call lifecycle and current status.
- Availability of administrator rights for organisations to view all calls and issues raised.
- Improved Data and Management Information.
- Quick access to tools, guides and registration forms to resolve an issue without having to raise a query/call.

The Self Service Portal is provided in addition to all the existing methods of 'call raising' available today.

The objective of this service is to make it quicker and easier to raise an incident or issue. It will encourage users to report incidents or problems, giving increased visibility of any user's system issues. In turn this will assist the prioritisation of any outage affecting functionality or performance to a successful resolution.

For further detailed information about the Self Service Portal and its functionality, please contact the Xchanging Service Desk, details as above.

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