

Leading Motor Insurance Group Improves Access to Data and Document Control



Fuji Xerox worked with Abbyy and ParaDM to implement a data capture and document management system for this motor insurance company, eliminating manual filing and increasing storage space

Background

This organisation is one of the subsidiaries of a leading multi-national conglomerate which focuses on motor insurance.

The Challenge

With its expanding business however, this motor insurance group found it increasingly difficult to store and maintain important data of their clients as the hard copy documents were filed manually.

Space constraints within the office also exacerbated the problem as the files not only occupied a significant amount of space, but posed a potential problem as more space

would have to set aside for further expansion of the business.

In addition, the motor insurance group also lacked a secure central repository, and there was a pressing need to improve data integrity as well as improve the security of these confidential documents.

Transforming print infrastructure

Supporting education through technology

The Solution

The Fuji Xerox Documents Solutions Group (DSG) partnered with ParaDM, a web-based document management system, to provide a host of solutions that were specifically catered towards the nature of the issues that this motor insurance group faced.

In addition to assessing the customer's requirements and recommending the best industry practices, DSG and ParaDM also implemented a data capture and document management solution that allowed for the digital tagging of all the important files with metadata.

This then enabled the confidential files to be stored in a secured central repository, where users are governed by access rights.

This efficient system promoted efficient and effective information management, and sharing could occur amongst authorised user groups.

The Results

With the implementation of Abbyy FlexiCapture and ParaDoc, this motor insurance company has now eliminated the hassles of manual filing, thereby reducing the costs of physical document handling that range from duplication to fax services.

This digital system also freed up the storage space that was previously occupied by the files, allowing for the optimal utilisation of space within the office. The need to allocate more space for documents storage with the expanding business was also eliminated successfully.

The implementation of a secured access also meant that this organisation is able to ensure data integrity and security; a component that is crucial in the nature of the insurance industry that deals frequently with confidential material and information.

Case Study Snapshot

The Challenge

- Manual filing of Customers' Motor Insurance related documents
- Space constraints with growing business
- Lack of a secured central repository
- Need to improve data integrity and security
- Reduce physical document management costs

The Solution

- Implemented data capture (Abbyy FlexiCapture) and document management solutions (ParaDoc)
- All motor insurance files digitized and tagged with metadata; stored in central repository
- Users are governed by access rights

The Results

- Eliminate manual filing hassles
- Eliminate physical document handling costs e.g. duplication, and faxing costs
- Re-allocate storage space for other usages
- Improved data integrity and security; only authorised personnel have access to relevant information

About Fuji Xerox Singapore. Established in 1965, Fuji Xerox Singapore is the country's leading provider of new class document solutions. We offer an unparalleled portfolio of document technologies, services, software, supplies and document-centric outsourcing. Supported by an unrivalled team of industry leading professionals, we are committed to help our customers achieve increased productivity and process efficiency gains through innovative document solutions, while meeting their sustainability objectives and reducing costs.

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