Case Study | Insurance | Property & Casualty Insurer

Integrating ECM and core systems gives insurer a single, powerful claims solution

The Challenge

With information stored in several legacy systems and an imaging system that couldn't unite them, this Property & Casualty Insurance company was facing two of the industry's most common problems. To overcome these hurdles, it needed a solution to connect critical information with its processes – without custom coding.

The Solution

Utilizing OnBase, the insurer optimized its claims and underwriting processes. Migrating from its legacy document imaging system to OnBase enterprise content management (ECM), the insurer now stores all its documents and information in one secure, centralized electronic repository. Nearly 200 office locations and more than 1,500 employees, authorized agents and agency support staff quickly access information stored in multiple formats – whether received through email, electronic feed or directly scanned into OnBase. Meanwhile, workflows keep processes moving by automatically forwarding documents and information, notifying stakeholders along the way.

"OnBase allows our business to run more efficiently and empowers users with greater accuracy and speed," said the insurer's Manager of Document Systems.

INDUSTRY
Property & Casualty Insurance

SIZE
$901 million in sales
671 employees
178 agent offices

ONBASE INTEGRATIONS
Guidewire® ClaimCenter
Guidewire PolicyCenter
Microsoft Outlook® Integration
Estimating Tools – Mitchell & Xactimate

DEPARTMENTS USING ONBASE
Enterprise-wide

One platform **Unlimited potential**

OnBase®
by Hyland

Integrating with Guidewire ClaimCenter to connect systems

OnBase integrates so easily with the insurer's claims management system, ClaimCenter, it's the only "official" integration recognized by Guidewire. As OnBase captures and indexes new information, it becomes immediately available to authorized users working in ClaimCenter. Staff easily access the documents and related information it needs without having to leave the familiar ClaimCenter interface, speeding processes like reviews and new claims.

Globally sharing to increase access and speed processes

By eliminating paper files from its claims department, the insurer reduced the time–intensive administrative tasks that slow claims decisions. Further optimizing the process, OnBase makes it easy to share information, whether around the office or across the state. Now, when a high number of claims come in from a small geographic area, the insurer can handle the volume without overburdening staff or sacrificing service levels with simple load–balancing.

Scaling across the enterprise to meet evolving needs

OnBase is extremely scalable, so organizations can use it in individual departments or across entire enterprises to achieve greater operational efficiency. Capitalizing on this, the insurer will soon use remote scanning to make information sharing even easier. It's also expanding OnBase to take advantage of cost– and time–savings measures with automated document composition, e–forms and smartphone access to information for staff in the field.

With OnBase, the insurer has a foundation for continued improvement, giving it a competitive advantage in an evolving market focused on providing exceptional service. Since 2007, the P&C insurer has continually added new functionality – including custom queries – to improve the insurance lifecycle and decrease operating.

The Difference

Reduces costs by more than $1.5 million annually: With OnBase, the insurer saves money the following ways:

· Electronic claim files – $824,000: Automating the claims process not only reduces the cost, but also increases its speed and accuracy
· Postage – $465,000: Instead of storing, mailing, shipping and using couriers, electronic documentation is stored and shared at no cost
· Electronic archival of claims photos – $214,000: Empowering staff with instant access to any file type reduces claims processing time and costs
· Outlook integration – $7,900: Minimizing the need for employees to access multiple systems has reduced time spent on each call

Makes information instantly available to authorized users: With OnBase, customizable process tools ensure that critical information moves securely through different departments, from investigation and adjustment to litigation and resolution.

Reduces risk and eases growing pains: The OnBase scanning tool is hardware agnostic and scalable, offering high-quality images, making documents available to users sooner and speeding overall processing time. The solution eliminates snail mail and lost mail, removing the security risk of information ending up in the wrong hands.

Learn more at **OnBase.com/Insurance »**

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