Insurer increases speed and service by streamlining systems and processes

The Universal Group

Customer: Universal Group

Industry: Property & Casualty, Life, MGA

Market: Personal, Commercial, Life

Premiums Written: $525 million

Size: 1,800 employees; 500+ agents in Puerto Rico and the United States

Location: San Juan, Puerto Rico; Sarasota ,FL; San Antonio, TX

Integrations
Claims application (homegrown)
Claims Master Web
Lotus Notes

Converted From
Unisys

Departments
Underwriting
Claims
Legal
Human Resources
Office of the CEO
Marketing
Sales Management

The Problem

Universal Group (UG) is among Puerto Rico's leading insurers, yet, the property and casualty insurer identified systems and processes that were negatively impacting customer service and profits. UG wanted to address these issues by automating processes across the enterprise and implementing solutions across companies and product lines. And, UG wanted to do so with the least risk, cost and business disruption, starting in the departments that would bring the quickest return.

UG chose Hyland Software's OnBase for its ECM needs and enlisted Hyland Software's Professional Services Group (PSG) to help ensure the project followed the most logical course and achieved the largest efficiency gains for the company.

> " The main consideration that led us to select OnBase was how knowledgeable the people from Hyland were—not only about OnBase, but about the insurance industry as a whole. On top of that, when we saw what OnBase could do out-of-the box, we knew we would save money by not having to do so much customization."
>
> – Luis Perez, senior vice president, Universal Group

The Solution

UG worked with Hyland's PSG to create a roadmap for a successful enterprise-wide implementation of OnBase. The plan explicitly outlined project objectives and established specific milestones and timelines to help measure the success of the implementation. The first of UG's process improvements occurred over three years, beginning first with property claims.

By changing the way claims were managed – and aggressively addressing both paper file management and its disparate information systems, Universal Group eliminated the use of physical files. The paperless file-on-demand feature removes any wait for documents, increasing the efficiency of the claims management process and empowering employees to deliver better experiences to their customers in a shorter amount of time. Now UG manages nearly all of its claims operations electronically through its Claims Master Web, its claims handling system and OnBase.

OnBase

a Hyland Software solution

The Return on Investment

Completed on time and on budget: Hyland met all of their due dates, and costs associated with the project have been fair. "We've met the deadlines and the cost has been in line with what we expected," Perez says. "Any time we have a question, we have a contact from Hyland who will help us solve it. The support has been outstanding."

UG now has a 95% customer satisfaction rating: Previously, slow, paper-based processes bogged down the claims department, affecting everything from service response time to claims processing and reconciliation. Based on its claims customer satisfaction surveys, by removing the paper and improving speed and service, UG earned a 95% customer satisfaction rating. "We wanted to automate the whole process of policy issuance and claims," comments Perez. "We realized the only way to get to the next level of service for our agents and claimants was to get rid of paper. Then we could guarantee better service and more consistency."

60% improvement in appraisal times: External appraisals used to take three to five days to complete. UG now completes them anywhere from a few hours to two days, a 60% improvement.

High user acceptance of OnBase: In an organization the size of UG, user acceptance was critical. "The roadmap has helped us explain our reasoning to each department about when it would be their turn to implement OnBase and why we were doing it that way," says Perez. "By following the roadmap Hyland created, we have seen some immediate results and we are already beginning to see returns on those projects. We are creating momentum for the project in the organization to get people to see what the benefits of the ECM system are."

About Hyland Software

For more than 20 years, Hyland Software has been dedicated to meeting organizations' needs for document and process management with OnBase, an enterprise content management (ECM) solution suite. As OnBase has evolved through consistent product innovation, it remains focused on automating business processes that depend on documents, content and people to operate more effectively.

Seamless integrations with policy administration, core administration and claims management systems speed processing times across the entire insurance lifecycle from underwriting to policy services to claims, which increases customer service. Using OnBase, insurers are able to increase profitability through accurate and consistent underwriting decisions while decreasing response times and costs associated with claims. For more information about Hyland Software's solutions for the insurance industry, please visit **Hyland.com/Insurance**.

OnBase®
a Hyland Software solution