

Insurer Improves Document Processing Volume by 281% with Document Management



NATIONAL LIFE
GROUP

Customer: National Life Group

Industry: Life Insurance

Premiums Written: \$1.63 billion

Size: 1,000 employees

Locations: Montpelier, VT & Dallas, TX

Integrations

CSC Claims Administration

New business workflow application
(homegrown)

Departments

Enterprise-wide for 24 business units

The Problem

National Life Group was using paper and microfiche to manage their documents throughout the company – from Policy Management to Accounts Payable. Paper documents slowed processes while increasing costs for storing and managing physical documents. Microfiche took a lot of time create and even more time to retrieve. Accessing a single document took 36 steps.

That certainly wasn't the case after the insurer implemented OnBase.

Retrieving a document once took 36 individual steps. With OnBase, it takes four. Productivity increases like these allowed National Life to increase process volumes by 281% in the first year with OnBase alone.

The Solution

National Life solved their paper and microfiche problems with the OnBase enterprise content management solution from Hyland Software beginning in 1998. Fourteen years later, OnBase continues to meet National Life's needs.

National Life scans in documents and imports enterprise reports and other electronic documents as needed in areas across the company. Twenty-four different business units use OnBase and more than 900 of the company's 1,000 employees have access to OnBase.

However, access isn't just limited to employees. National Life also allows agents and brokers to review their commission statement in OnBase through an online portal. By clicking on a link, they can also bring up the supporting documents, so they know exactly what business closed during the time period. For brokers who have multiple products they can sell, this encourages them to recommend National Life more frequently and helps retain high-performing agents.

OnBase is also integrated with an in-house workflow application that processes new business applications. With real-time back and forth communication, data stays up to date in both OnBase and the new business application. For example, if a customer marries and changes his/her name, making the change in the core business application would automatically trigger an update in OnBase.

The Return on Investment

281% Process Volume Increase: Eliminating steps and cutting process times allows National Life to process significantly more documents in less time.

36 steps to 4: Retrieving a document once required 36 individual steps. With OnBase, it takes four.

Customer Service Improvements: Customer service representatives typically answer customer questions on the first call with just a quick look in OnBase.

Policies issued faster: With information in OnBase instead of paper and microfiches, the insurer reduces the time between new application and issuance of a policy.

Commissions paid faster: Reducing cycle time for issuing a policy also improves service to agents and brokers by reducing the amount of time it takes to pay commissions and provide commission statements.

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.

