TAKAFULmalaysia

Customer
Syarikat Takaful Malaysia Berhad (Takaful Malaysia), an Islamic insurance operator offering general and life insurance

Size
900 employees in 40+ offices, retail centres and branches across Malaysia

Location
Headquarters in Kuala Lumpur

OnBase Integrations
Takaful Malaysia's insurance application

Departments Using OnBase
Family Takaful operations

Insurance market leader improves productivity and efficiency to meet operational excellence goals

The Challenge

As is typical of insurance companies, Syarikat Takaful Malaysia Berhad (Takaful Malaysia) was a paper-dependent organisation, relying heavily on manual processing for business-critical information. This fact, combined with the geographical spread of offices and branches throughout the country, meant that the first Islamic insurance operator in the Malay region found it incredibly difficult to ensure it met the stringent compliance regulations of both the insurance industry and government for agreements and claims while maintaining operational excellence.

Then it found OnBase® by Hyland.

The Solution

Takaful Malaysia acknowledged that the only way in which it could successfully address these challenges was to implement an enterprise content management (ECM) solution. The company evaluated several available solutions and after extensive testing, Takaful selected OnBase as its preferred solution.

"OnBase excelled in three key areas," said Chee Wan Leong, operations manager, Takaful Malaysia. "First was the easy configuration of the product. We needed to be confident that once the initial implementation was complete, our IT department would be independent of any third-party assistance. It was also critical to our decision-making that the solution we chose could be developed and enhanced at a later stage to our own specifications and by our own people."

"The second area was in how user-friendly and intuitive the product is," Chee Wan continued. "It was important that we could quickly train the people who would be using OnBase on a daily basis and that they would be able to use the product confidently within a short period of time."

The data capture capabilities of OnBase was the third feature that impressed Takaful Malaysia.

OnBase
by Hyland

> **"With OnBase, document retrieval is instantaneous. This has increased productivity tremendously. We handle enquiries quicker as our customer service staff view all relevant documents and comments attributed to the client from a central location."**
>
> – Chee Wan Leong, operations manager, Takaful Malaysia

"With OnBase, we have the ability to accurately record pertinent data regarding the client and any correspondence or communication with them in a central repository," said Chee Wan. "This means that anyone looking at that record can see the detail of the case, and the current status of any claims, enabling them to answer enquiries faster and with confidence as the information they see is accurate and up to date."

The Difference

Supports process automation: OnBase Workflow automatically generates client response letters depending on the outcome of the approval process. It aggregates data from different sources automatically, populating fields in the customer letter. This ensures standardisation and makes it easy for new employees to become productive quickly.

Increases productivity: "Previously, it could take up to three working days to request the retrieval of a document and it involved several people," explained Chee Wan. "With OnBase, document retrieval is instantaneous. This has increased productivity tremendously. We handle enquiries quicker as our customer service staff view all relevant documents and comments attributed to the client from a central location."

Provides greater visibility: With department heads and business managers able to view business processes in real time, the company has experienced additional productivity gains. The OnBase reporting capabilities give Takaful Malaysia managers the ability to re-assign, escalate and prioritise cases. The comprehensive audit trail functionality also provides the company with an extremely detailed and reliable record of all activities performed on every document in the system, revealing how many claims are in process, how many have been approved or rejected as well as how many are in the pipeline.

Mitigates risk: OnBase integrates with Takaful Malaysia's insurance application to gather data and match documents, completing claims processes based on Takaful Malaysia's established business rules. Instead of relying on a claims representative to look over the information and make a decision, OnBase automatically does it. Not only does this save time, it also reduces processing errors. In addition, the solution's granular security options ensure that only authorised users have access.

Ensures compliance: By using OnBase, Takaful Malaysia is assured that it complies with any data protection regulations. OnBase supports Takaful Malaysia's compliance with government regulation and document retention guidelines by ensuring business rules are enforced at either the document, policy and/or claim level.

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

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