Use Case: Insurance

Introduction:

Insurance providers process piles of paper-based records every day, from applications to claims and inspection forms. Additionally, they struggle with legacy technology and outdated processes, which inhibit the streamlining of business functions. Efficient organization is of high importance however, as accessibility to records and data is necessary to meet the needs of a wide variety of customers.

Business Obstacles:

Manual processing of insurance documentation is labor intensive, error prone and time consuming. Large record volumes slow response times and constrain resources such as staff and space. Traditional, disparate record-keeping systems limit the access to information, preventing insurance providers from being innovative, responsive and efficient. With sensitive records, there is a significant risk associated with losing or misplacing documents, increasing liability and leaving the organization vulnerable to compliance audits.

Challenges

- Distributed workforce
- Large storage space requirements
- Cumbersome claim processing
- Wasted paper use

Current Offerings:

Automation is needed to replace manual routing, processing and integration of documents with other business applications. With document capture, digital reports are easily shared among multiple departments and third parties. A 2014 study by the Harvard Business Review found that "a thoughtful digitization program can deliver up to 65 percent in cost reduction, a 90 percent reduction in turnaround time on key insurance processes, and improve conversion rates by more than 20 percent."[1] However, existing solutions have inflexible pricing structures and inadequate end-user support. Current products have complicated offerings which require long training sessions, pulling employees away from important daily responsibilities. File creation and organization is limited in these products, and still requires manual processing.

Benefits

- Easily shared documents across departments and distance
- Reduction of storage space cost
- Streamlined claim processing
- Environmentally friendly record keeping

1
Harvard Business Review "Insurance Companies' Untapped Digital Opportunity" by Tanguy Catlin, Pradip Patiath and Ido Segev. Accessed 2/17/15

Why Fujitsu Solutions Group:

Fujitsu Computer Products of America, Inc. (FCPA) is committed to providing the best document capture experience in the industry. Fujitsu dedication is demonstrated through high-quality products, top rated customer service, and a drive to continuously evolve as a business partner. FCPA has earned multiple accolades and awards for its best-in-class scanners. Now, through the Fujitsu Solutions Group, FCPA will also offer high-quality, scalable capture software.

Insurance organizations need a capture software that efficiently automates time-consuming daily tasks. With the ability to identify and index documents - such as damaged reports - and store them appropriately, this software saves insurance companies time and resources with a variety of release options. Batches can be sent to the most appropriate individuals and departments depending on the type of document or claim and expertise of the Adjuster. These software offering are versatile and cost effective, and offer unlimited scans per license and the ability to easily distribute documents throughout an organization.

Additionally, a user-friendly interface and customizable profiles, makes it easier for staff to master document capture. Organizations are then able to leverage extracted data for better customer service and business intelligence.

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