

Industries: Insurance

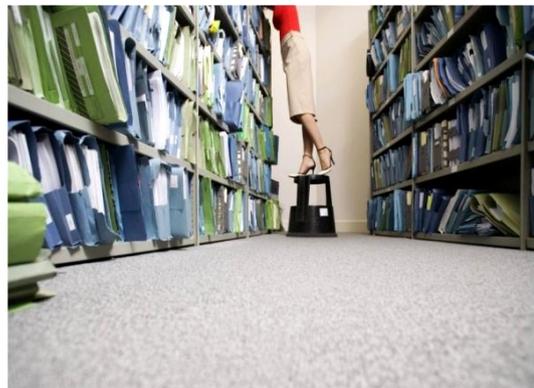
Challenges



Many insurance providers are besieged with papers, including life policy, general policy, claim documentation and many other supporting documents. As businesses grow, the increasing document volume result to a high operation cost. For example, costs for office space, equipments and manpower. By having documents store in a physical form, companies are exposed to the risk of losing vital information in the event of disaster.

Besides the monetary disadvantages, inefficient access to information takes its toll: active policy and claim files are lost, documents are misplaced and employees do not have the efficient tools to track documents effectively. As a result, respond time to customer enquiries become longer, customer satisfaction is affected and to the worst extent, loss of business opportunity incurred.

With the conventional paper-based filing system, collaboration between the departments could not be achieved effectively. Internal documents (such as purchases requisition form, new staff IT facility request form and many other paper documents) that require review and approval are pushed through a manual circulation process for various parties' approval. When documents are manually circulated, there is a higher risk of document missing during the circulation process. Business process turnaround time will also be prolonged, resulting to low productivity and a poor management system.



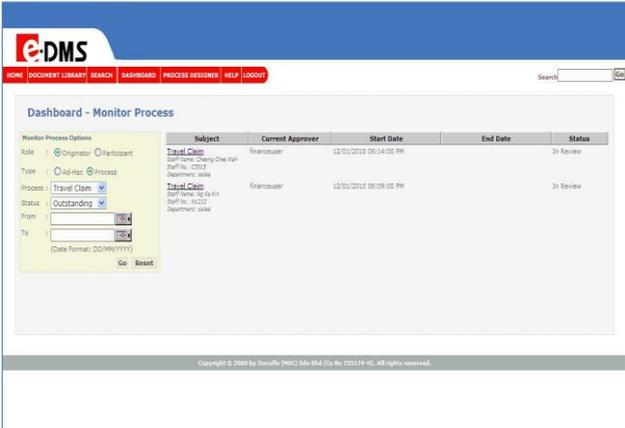
Solution

With the implementation of **e-DMS**, all policies and vital information are now converted into digital format and archived into **e-DMS** centralized repository. Digitising hardcopies significantly reduces inherent paper problems: missing, damage, duplication and distribution. The electronic filing system also minimises the need for physical storage and reduces processing cost. Backup of vital information is now available, allowing companies to satisfy the requirements for Business Continuity Planning. In the event of disaster, companies face no difficulty in recovering the backup information.

e-DMS supports the most common electronic documents format, such as TIFF, PDF, JPEG, Word, Excel, Powerpoint, AutoCAD, Lotus, Avi, Pm3, MS Visio, MS Project, etc. These digital documents can be retrieved within second with **e-DMS** Search function. Accurate and instant search can be achieved using the **e-DMS** Profile Search function, whereby, required information can be retrieved by entering the corresponding search criteria such as Customer Name or Policy Number.

Instead of manual circulation for various recipients' actions (review and approval), internal documents can be routed using **e-DMS** Document Routing function, helping company to reduce gap and eliminate idle time. Specific time frame (number of days) for the recipients' action can be defined within the routing process to determine the overall process turnaround time. The status of the routed task is monitored using Monitor Process Function. The routed task cannot be deleted by the intended recipient before acted upon, helping

companies to instil businesses process integrity and avoid abuses. With **e-DMS** Document Routing function, hardcopy need not be printed for manual circulation. On top of that, the risk of document missing, which could lead to leakage of confidential information is now reduced tremendously. Subsequently, enhances the collaboration between departments.



Screen capture of Monitor Process for Document Routing

Benefits

The implementation of **e-DMS** allows easy and instant access to information. Without having to spend hours on retrieving physical document, employees are able to respond quickly to customers' enquiry with the availability of information at all time. With a lower business process turnaround time, customers' satisfaction will be improved and substantially increases future business opportunities. Furthermore, communication and collaboration between departments are also improved with the **e-DMS** Document Routing function. Employees can now focus on the core business and revenue generating activities, rather than spending time on physical document filing. Ultimately, **e-DMS** increases business efficiency, productivity and reduces operation costs.

