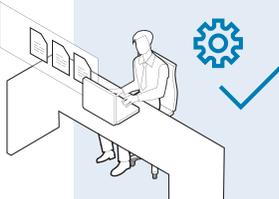


# DOCUMENT PROCESSING INNOVATION AND AUTOMATION

Large US-Based Insurance Company

Challenge	Solution	Benefit
<p><b>Decentralized, inconsistent and labor-intensive, manual processing of critical documents</b></p> <p>The client sought to automate standardized document workflows while ensuring compliance.</p>	 <p><b>People, Process and Technology</b></p> <p>Centralized multiple operations to a single location and standardized document workflows</p>	 <p><b>Increased automation, reduced processing times, cost effectiveness, scalability</b></p>

**One of the largest mutual life insurance companies in the United States sought an innovative business partner to support them in an initiative to standardize, centralize and streamline their document processing.**

## Client Challenge

This insurance company has multiple business units representing the different programs they offer to the market, including coverage for Life, Disability, Dental and Retirement. The various business units each had its own unique method for processing the large volumes of incoming correspondence, claims and other documentation. As such, the company's documents were processed at four different locations around the United States with inconsistent practices that varied across each operation. These operations were either managed in-house or they were completely outsourced to a long-time document processing vendor.

The client identified two goals:

- Streamline and optimize costs of operations associated with the correspondence generated by the various lines of business
- Incorporate centralization, standardization, best-fit OCR technologies and robust on- and off-shore capabilities into their operations

## Solution

SPS began its solution development by hosting an innovation workshop for members of the client's task force, where requirements were communicated and solutions were brainstormed.

Based on the discussion during the workshop, SPS designed an innovative custom-built, centralized solution for Imaging, Indexing and Business Process Management Services, using our state-of-the-art document processing centers in the US and Vietnam.

The solution was designed to:

- Increase flexibility and improve capacity management to manage volume fluctuations
- Improve speed of access to information, reducing claims processing times
- Support migration from physical to digital channels across inbound and outbound document logistics
- Integrate on-, near-, and off-shore service delivery

The solution incorporated protocols to handle the client's 15 types of transactions, with documents digitized in the US and securely processed the same night in Vietnam, fully leveraging the 11-hour time difference between the two countries. In addition, SPS' One-Touch Processing allows for faster scanning and coding of documents while enabling compliance measures for the workflow that ensure data security.

SPS also included a robust Business Continuity Program with a back-up site fully prepared to handle the work in the event of an unplanned disruption (natural disaster, etc.)

### Benefits

SPS' forward-thinking solution provided the following benefits for the client:

- Centralized operational environment
- Increased automation, resulting in reduced turnaround time (SLA = 12 hours)
- Standardized practices across units
- Client-centric processes, tailored to the client's operational workflows
- Auditable chain of custody – ensuring Security, Compliance and Risk Management
- Scalability – model can be replicated for additional lines of business
- Ongoing enhancements for continuous improvement

SPS launched the solution for one line of the client's business, then gradually transitioned additional lines to ensure a risk-free implementation with no disruption to the business or service to their customers.

### About SPS

We connect the physical and the digital world

Swiss Post Solutions (SPS) is a leading provider of business processes outsourcing for document management, mailroom solutions and office services. Numerous international business customers rely on the competence of SPS in the conceptual design of development and implementation of end-to-end solutions, as well as competent consulting on the central value drivers in business process outsourcing (BPO): location concept, process optimization and technology such as intelligent automation. SPS is a division of the Swiss Post Group with headquarters in Bern (Switzerland); the 7,500 employees and co-workers of specialized partners look after customers in almost all industries in more than 20 countries, focusing on banks, insurance companies, telecommunications and healthcare. Further information can be found at [www.swisspostsolutions.com](http://www.swisspostsolutions.com)

### About the Client

The client is one of the largest mutual life insurance companies in the United States and has a network of over 3,000 financial representatives. The company and its subsidiaries have been providing life insurance, disability income insurance, and retirement programs to individuals, business owners, and their employees for over 150 years.

### Learn more



DOCUMENT PROCESSING

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PROCESSES

