

# ZURICH INSURANCE GROUP

## TRANSFORMING PROCESS PERFORMANCE WITH DIGITAL MAIL



«The new centralised service and the use of SPS' Digital Mail solution has enabled a more streamlined process, by reducing the number of parties handling the cheques and freed up the General Accounts Services team, to undertake more specialist activity rather than manually scanning to India, a task that took around 2-3 hours per day. Moving forward Finance Operations will be looking to capitalise on the additional benefits SPS can offer to further increase the efficiency of this process.»

– James Pike, General Accounting Services Team Leader, Zurich

**The Digital Mail service SPS has implemented within Zurich is transforming the way their Financial Operations (FinOps) division manages incoming mail. By aligning the document and data management services with Zurich's processing requirements SPS are enabling the team to execute tasks faster and more cost effectively.**

### The Challenge

The UK FinOps team at Zurich is part of a global function that receives high volumes of mail, consisting of over 50 different document types that include broker statements, correspondence relating to BACS payments, renewals, invoices, credit notes and cheques. This mail was being received at Zurich offices for delivery as a hard copy to individual desktops on-site, or scanned by members of the FinOps team and forwarded to the appropriate location and team, including off-shore processing teams in India and Poland.



## efficiency

in process execution resulting in lower costs

This manual process was labour intensive, absorbing valuable time that could otherwise have been dedicated to knowledge based tasks and could cause delays in mail being actioned.

Hard copy archiving was carried out by the local teams, absorbing further time and leading to large amounts of hard copy filing. As an entirely manual process, Zurich had decreased visibility of what mail had been received and who was dealing with it, a situation that the business was keen to change.



### About Zurich Insurance Group

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## The Solution

SPS proposed a scanning solution that would centralise and automate the scanning and processing of FinOps mail. SPS' Digital Mail solution combines several document management capabilities delivered through a simple web application.

This technology allows users to receive, view, process and archive digital mail documents, essentially replacing the physical delivery process without introducing the complexities of integration and process change that often accompany traditional workflow solutions.

This makes the solution quicker and simpler to implement, avoiding disruption to business processes and providing the tools to mimic traditional mail handling activity including forwarding, closing, deleting, escalating and adding notes.

### New service is six times faster

The SPS solution at Zurich went live in January 2014 and all incoming mail now comes directly to SPS' ISO Certified Document Processing Centre (DPC) at Royal Wootton Bassett where mail is received, digitised, classified and indexed.



# 6x

faster processing

The digital documents along with the extracted information are sent to the Digital Mail Repository where they can be accessed by all teams, including off-shore operations within 4 hours where previously it would have taken over 24 hours.

Zurich users now login via a secure link and can see all the new items of work for their area. Supervisors have visibility of the



# 5x

faster to access  
business critical  
documents

status of all mail items enabling them to monitor progress on individual items of work and re-allocate work if someone becomes unavailable. Off-shore teams receive notification of the volume of files they will receive so they can highlight any discrepancies.

SPS has automated the process from receipt through to archiving, accelerating the speed at which incoming mail reaches the teams, making it easy to manage workflow and providing integrated digital archiving. This has reduced the administrative burden on the FinOps team and improved overall productivity.

Following the success of the initial implementation, the scope of the work has now been increased to include the centralised scanning of national bank cheques. This task was previously carried out by FinOps team, but using SPS' Digital Mail solution means that their time is released for specialist activity and cheques are ready for banking more quickly. This has also accelerated cashflow into the business and provides greater accountability over the process.

### The Benefit

- This solution has aligned the process with Zurich's goals around increased automation and efficiency
- A quick to implement solution, SPS' Digital Mail platform delivers many of the benefits of workflow without the associated time and cost
- Faster processing of important mail items and a reduced administrative burden on finance team professionals



# faster

cashflow

- Instant and wider access, combined with tighter security on documents. Information security is maintained due to built-in authorisation controls
- Simplification of an inherently complex process while maintaining the segregation of duties required for compliance purposes
- Mail can be tracked and traced providing oversight, a full audit trail and detailed management information
- The integrated digital archive has reduced on-site filing of hard copies releasing valuable office space and providing instant access to information
- Faster processing of payments to brokers and customers