

Insurer speeds processes, saves money and lowers risk with document management



Customer

Nedgroup Life

Industry

Bank assurance

Value of in force business

R190 million

Location

Durban, South Africa

OnBase Integrations

Homegrown online transactional system

TeleForm forms processing optical character recognition (OCR) system

Document generation system

Departments Using OnBase

New business

Claims

Client services

The Problem

Nedgroup Life Assurance Company, Ltd., has achieved steady growth in its 35 years as a professional risk expert. However, many of the organisation's essential day-to-day processes relied on a complex combination of online and paper-based processes.

New claims faxed to Nedgroup Life's headquarters were received via email. Rather than continuing to exist electronically, the claims information was printed, processed and archived in a warehouse facility. As a result, the organisation consumed a considerable amount of paper and had unnecessarily complex processes. It was easy for documents to get lost or misplaced, which further delayed processing.

To retrieve files, staff contacted a third-party storage provider and waited 24 or 48 hours for a response. Working with paper records was more than time consuming. It opened up the risk of permanently losing records. On one occasion, a number of Nedgroup Life's files burned during a fire at the external provider's storage location.

Then Nedgroup Life implemented OnBase.

"Initially, OnBase was seen as a document management tool. Now, it has become a means to help us create more efficient workflows and improve how we do business."

- Kumaren Moodley, technology manager, Nedgroup Life

The Solution

In 2008, Nedgroup Life implemented the OnBase enterprise content management (ECM) solution from Hyland Software to streamline its operations and reduce its dependence on paper-based processes and records in all of its operations departments, including new business, claims and client services.

Nedgroup Life first integrated OnBase with its existing mainframe legacy system. Without complex coding or considerable IT resources, the integration allowed staff to bring up documents without leaving the legacy system, speeding up handling times and allowing them to write new business faster.

These process improvements also brought greater scalability for the firm. Although the amount of business has increased in the four years since OnBase was introduced, the organisation has not needed to recruit many additional staff to handle the claims.

In the future, Nedgroup Life plans to roll out OnBase to other business functions, including HR and finance, integrating OnBase with its CRM and telephony systems to create a single storage repository not only for documentation but also for client conversations and SMS messaging.

OnBase
a Hyland Software solution

The Return on Investment

R13,126 saved each month on paper and printing: The combined use of OnBase ECM and TeleForm forms processing technologies has saved Nedgroup Life an average of R13,126 each month in print and paper costs compared with pre-implementation.

Faster processing and better customer service: Using OnBase, Nedgroup Life has sped up processing, reducing the amount of hours spent dealing with claims and improving customer response. Lost documents are also no longer an issue.

Increased productivity: Even though the amount of business has increased in the four years since OnBase was introduced, Nedgroup Life has not needed to recruit many additional staff to handle the claims.

Increased process visibility: With OnBase, Nedgroup Life tracks claims more easily. It also lets the company better analyse and understand the effectiveness of existing processes and make process improvements, again enabling it to process more business.

Significant reduction in archive storage: The cost and requirement for warehouse storage has greatly decreased since OnBase was introduced. Many existing records have also now been scanned and stored, making it faster and easier for users to retrieve information.

Improved disaster recovery: Removing paper from its processes reduced the company's risks of permanently losing records to fire or flooding. With OnBase, Nedgroup Life has a plan for business continuity and disaster recovery.

Supports compliance initiatives: With quick, secure access to records and automatic audit trails of who looked or acted on a document and when, OnBase eases compliance with regulations. In addition to easier records retrieval, Nedgroup Life tracks which individual looked at which document as well as the time and date it was viewed, bringing greater transparency to the process.

For more information contact Hyland.com/uk.

OnBase[®]
a Hyland Software solution