Insurance Claim Archival

Digital archival system enhances client satisfaction

Situation

A mid-size insurance agency archives of customer claims were growing and only one administrator was responsible for all filing, searching and retrieving client documentation that existed in both digital and hardcopy formats. The agency used a simple database for generating claims with a unique identifier for each claim, but the challenge of one person maintaining and producing up to date information resulted in lengthy delays affecting client responsiveness.

Solution

The agency decided to make each employee responsible for their own archiving to speed up workflows and enhance the privacy of client data. Now each employee scans their documents at the Xerox **ConnectKey** MFP to the data base with card-based authentication. The documents are filed digitally under a unique ID for each claim making it easy to search & retrieve claims in a matter of minutes.

Getting Started

Assess your customer situation. Do they have similar challenges?
Understand their technology requirement and IT infrastructure.
Choose technology and implementation option from suggested Technology Required.
Decide how you prefer to monetize.

Technology Required

ConnectKey MFP
AAA SW (Authentication/ID card SW)
Apps studio & PAB tools or contact an authorized developer
Analyst support for set up & configuration

Solution Links: **Find Out More on ConnectKey**
Find Out More on Xerox All Apps

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