



Enterprise Content Management through FileNet

A Leading Financial Services Company

Our Client is a leading, global financial services company operating in 39 countries, in auto finance, residential mortgage, insurance and commercial finance businesses.

Project/Service Category

Enterprise Content Management

Technology

- IBM FileNet P8

Background

The Client was using several claims processing and document management systems for their P&C business at its different business units. The Client wanted to identify areas for process improvement to reduce document capture and processing time and also strategy for consolidating infrastructure that was distributed among various divisions across the organization to reduce overall operational costs.

HTC handled the challenge of managing disparate technologies and solutions. The client was using manual processes for contracts and claims processing and had limited claims and documents processing capabilities. There was a lack of information sharing across Client divisions. Also, the client was not having any disaster recovery facilities for their systems.

Solution

HTC designed and implemented an enterprise claims processing and document management solution built upon a common business process and content management framework that could be used across the enterprise.

This solution is built using FileNet P8 Business Process Manager, Content Manager, and Capture. The implemented solution provided a web-based enterprise application that automated and streamlined processes pertaining to insurance claims management. It provided configurable work queues and business process workflows to manage policies, claims, field appraisals, and subrogation. The central content repository was setup to store and manage documents and correspondence for various business groups involved in providing insurance services.

HTC assessed the existing technologies, software and business processes used for claims processing and document management across various business units. Our team evaluated leading COTS ECM/DMS products and recommended IBM FileNet to meet the Client's objectives of having an enterprise platform that can serve the requirements of our Client.

We prepared enterprise solution implementation roadmap, cost analysis, process improvement opportunities and ROI model for implementing the FileNet platform.

Finally, we implemented FileNet P8 platform based solution for claims processing, and document management across various business units. We analyzed the existing data model and prepared data migration strategy and also successfully migrated the data from legacy applications. After the successful implementation and data migration, our consultants provided training to end users across various business units.

Benefits

- Eliminated the need to manage multiple disparate systems based on:
 - Document archives specific to Business Units or Divisions
 - Redundant information
 - Inconsistent functions and features
- Enterprise system with centralized repository, enabling users to work on tasks and process claims across divisions
- Improved document capture efficiency through standardized capture process for paper, fax and emails
- Reduced processing time by automating business processes through workflows
- Increased process capacity and reduced operational costs
- Lower support and maintenance costs
- Unlimited sharing of documents across Business Units or Divisions
- Secured information access and delivery reducing legal risks related to regulatory compliance
- Centralized governance model to manage processes effectively



- Over 25 years of IT and BPO experience in providing cost effective and innovative services across domains for a wide spectrum of global 2000 customers
- Quality and information security processes compliant to SEI CMM Level 5, ISO 9001, ISO 27001 and PCI DSS standards
- Global presence, large delivery centers, talented professionals, capabilities across multiple technologies, platforms and domains

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