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 / Content Foundation
- IBM Case Foundation
- IBM Datacap

Background

The client was using several claims processing and document management systems for their P&C business at their different business units. They wanted to identify areas for process improvement to reduce document capture and processing time, and also a 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's 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.

The solution implemented using IBM FileNet P8 platform, provided a web-based enterprise application that automated and streamlined processes pertaining to insurance claims management. Configurable work queues and business process workflows helped the client effectively 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. Capture features were provided for information intake (online, paper, email and fax), document imaging, and data capture.

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 objective of having an enterprise platform that can comprehensively serve their requirements.

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 the end users across various business units.

Benefits

- Enterprise system with centralized repository enabling users to work on tasks, process claims, and access content across divisions

- Achieved infrastructure and operational cost savings through consolidation

- Reduced processing time by automating business processes through workflows

- Improved document capture efficiency through standardized capture process for paper, fax and emails

- Improved customer service

- Secured information access and delivery reducing legal risks related to regulatory compliance

- Centralized governance model to manage processes effectively

- Extensive experience in providing cost effective and innovative IT and Business Process Services and Solutions across domains for global customers since 1990

- 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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