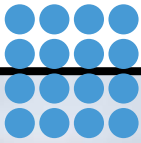


PUBLIC SECTOR INSURER EMBARKS ON A DIGITAL JOURNEY TO ACHIEVE OPERATIONAL EFFICIENCY



CASE STUDY

INTELLIGENT DOCUMENT PROCESSING



OUR CLIENT

A US county insurer offering subsidized insurance to small business owners, providing health coverage to their employees and their dependents, wanted to digitize their insurance process, as it involves copious paperwork. It was cumbersome to retrieve information from them and the documents must be archived for 7 years, as per the compliance policy.

The client realized that the way forward was digitization and they approached HTC Global Services for our vast experience in the public sector space.

THE CHALLENGE

In the existing system, the documents were housed in a warehouse that was situated 30 miles away, hence it took 48 hours to answer a query that left customers irate. It was not cost-effective as important resource hands were engaged and occupied a lot of office space too.

THE SOLUTION

Our expert team studied the existing system and embarked on the digitization process. The paper documents were converted into digital images and the data from each application was collated and classified appropriately to make them available for extraction.

- Customized validation GUI at the time of proposal submission at no extra cost
- A full demo with the data sample of the prospective client at the time of the proposal presentation at no extra cost

The HTC team carried out the digitization project in two phases:

1. Day-Forward Scanning

- Automated all paper-based processes
- Scanned documents are uploaded to the cloud
- Enabled online processes like digital signature, uploading of documents, receiving email notifications, etc.

2. Digitization of Archived Documents

- Archived the last 7-year documents
- Digital store-room search
- Digitization of high-level tasks

THE RESULT

Data is the most important resource and for a public sector agency, it is even more important. After the solution was deployed, disaster recovery is possible in the event of any untoward incident. The tasks are automated and that eliminates manual errors, helping employees focus on value-oriented activities.

The project was completed within 6 months and the client could retrieve the information within seconds. HTC's solution helped them reclaim the storage space and the cost of various operational overheads was completely done away with.

- Disaster recovery
- Faster information retrieval
- Reduced storage and overhead costs
- Environment-friendly
- Elimination of manual errors
- Conforming to current business standards

THE KEY DIFFERENTIATORS

- Independent digital storeroom search based on document type
- Configurable document classification

Documents are readily available on the cloud and there is no delay in exporting the data. The classification of documents has been enabled and now the system can differentiate between an invoice, bill, or registration form, as the search is more efficient.

