

Microsoft SharePoint based, ECM solution from Imagefast helps Arch Insurance Europe Limited streamline business processes and deliver operational efficiencies around the management of policy and claim documents for over 100,000 client records.

About Arch Insurance Europe Limited

Arch Insurance Europe Limited ("Arch Insurance") underwrites specialty lines business through two platforms from its base in London and provides specialised property and liability insurance programmes to a wide range of industrial and commercial companies and financial institutions.

The Problem

Arch Insurance Europe provides insurance to businesses and individuals worldwide from offices in the UK, Europe, South Africa and Australia. The process of quoting for and providing policies as well as managing any claims generates a large number of paper and electronic documents each year. With staff located across the globe and external third party brokers and claims handlers to share documents and content with, the process of managing documents had become technically challenging and time consuming. Arch Insurance had been using multiple systems to manage their documents and content.

Challenges

The previous process of managing policy and claims documents generated a number of operational and technical challenges, resulting in significant time and cost inefficiencies to Arch Insurance's business:

- Underwriting and Claims areas of the business used separate document management solutions including iManage, SharePoint 2007, SharePoint 2010 and Network File Shares
- Claims team members had to wait 24 hours to save documents against claims workspaces in the legacy document management system
- No simple or standardised way of uploading, searching for and retrieving documents
- No single sign-on. End-users were having to login to each document management solution with different user credentials and passwords
- No links between policy and related claim documents and vice versa
- No direct link between the core Underwriting and Claim management application (Iris) and the claims document management solutions



INDUSTRY

Insurance

IMAGEFAST SOLUTION

SharePoint based intelligent ECM solution integrated with Arch Insurance's core line of business application.

HIGHLIGHTS

- Single unified solution for managing all policy and claim documentation
- Streamlined business process with automation through integration with core line of business application

"Imagefast have a good understanding of the Insurance Industry which helped to create a design for the solution that understood what the user required and helped with adoption of the new system.

The Proactive approach by Imagefast with the project team and business users helped build a good working relationship, combined with Imagefast's excellent technical capabilities enabled a successful solution delivery that is already benefiting the business."

Nelly Henry - Project Manager

The Solution

Arch Insurance established that they required a unified document management solution to address the business and technical challenges associated with their existing, fragmented solution, and to streamline the way end-users interacted with documents required to do their jobs. After researching several solutions and completing an extensive tender process, Arch Insurance selected Imagefast to implement a new document management solution based on Microsoft SharePoint with tight integration with their core line-of-business application, 'Iris'. The solution delivered by Imagefast provides business process improvements by automating the creation of policy and claim sites within SharePoint when a client record is created to Iris. Each policy/claim site provides the following key functionality:

- **DOCUMENT LIBRARY** with check-out/check-in version control to store and manage all scanned and electronic documents associated to a specific policy or claim record
- **ADVANCED SEARCH** function to easily find and open policy and claim sites and the documents managed within them
- **RELATED SITES LINK** to easily access all policy and claim sites related to the active site being viewed by the end-user
- **POLICY / CLAIM DATA VIEW** displaying a customisable, real-time view of data from Iris allowing end-users to view core policy and client data and documents in one place



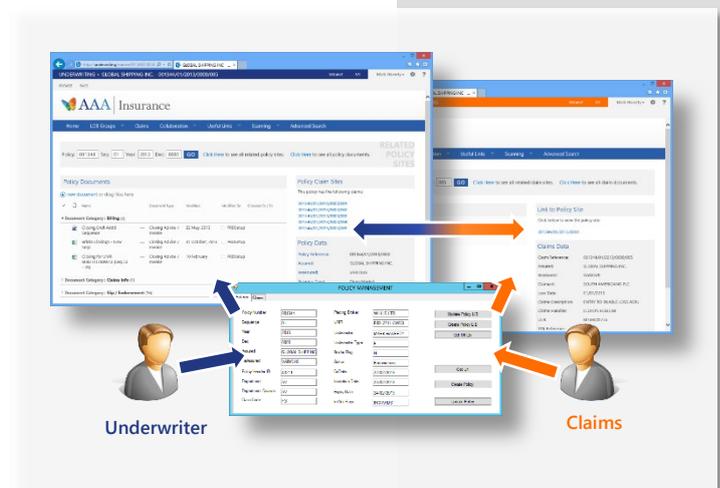
TECHNOLOGIES

- Microsoft SharePoint
- Microsoft SQL Server
- Nintex Workflow
- Kodak Info Activate
- MacroView DMF
- Surfay Ontolica Preview
- AvePoint DocAve

The Benefits

The Imagefast solution implemented within Arch Insurance has delivered a number of clearly measurable business benefits:

- **EFFICIENCY** – A single unified solution for managing policy and claim documentation has streamlined the way Underwriters and Claims Handling teams work and share information together which has resulted in improved efficiencies around policy and claims handling
- **ACCESSIBILITY** – The Imagefast solution has simplified the way employees' at all levels within Arch can search for and access information and documents relating to policies and claims by presenting documents and data in one, easy to use interface through the browser and mobile devices
- **PROCESS IMPROVEMENT** – The automation, accessibility and efficiency improvements outlined above have resulted in the time taken to upload and work with documents being reduced significantly to seconds.
- **END-USER ADOPTION** – Arch have seen an increase of 50% in documents uploaded to the Imagefast SharePoint solution over the previously implemented solution, thanks largely to the automation, accessibility and efficiency improvements outlined above



About Imagefast

Imagefast is a consulting and technology services company focussed on helping organisations manage their business information and content more effectively. Imagefast has been delivering successful Information Management projects and solutions since 1997 and has considerable experience in helping organisations implement Microsoft SharePoint solutions to effectively **Capture, Control and Communicate** information and content.

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