

Success Story

Innovative solution for the processing of incoming mail at helvetia-e.com

REFERENCE

helvetia-e.com
<http://www.helvetia-e.com>

INDUSTRY

Insurance

CHALLENGE

Introduction of an efficient capturing system solution for the processing of written correspondence

ADVANTAGES OF THE SOLUTION

- Electronic processing of incoming mail
- Corporate-wide electronic provisioning of customer information
- Technically supported control of incoming mail processing

TECHNOLOGY

Software

- Kofax Ascent Capture 5.5
- Kofax Virtual ReScan (VRS)

Hardware

- Fujitsu Scanner M3092DC



neeb & partner Professional Services has successfully implemented Kofax Ascent Capture at helvetia-e.com GmbH.

OVERVIEW

The insurance firms Helvetia Schweizerische Versicherungsgesellschaft / Helvetia Leben is expanding its business activities to include new fields as part of its strategy. In the course of this planning, the subsidiary company helvetia-e.com was launched on the German life insurance market in 2001.

The main tasks of helvetia-e.com are the provisioning of a qualified call center, the processing of all written correspondence, and the processing of an Internet-based sales platform for potential customers, insurance brokers, and current clients.

CHALLENGE

The goal of helvetia-e.com is to allow associated insurance brokers to access all information relating to sales of all products and all customer contracts, including all written correspondence, any time in a secure Internet area within the helvetia-e.com web site. At the same time, information is also to be made directly available at the call center and in the insurance firm. Furthermore, the call center is to handle the processing of all incoming post in addition to answering telephone calls.

REALIZATION

These demanding tasks can be best accomplished with an ASP solution tailored to the needs of the insurance market in combination with a high-performance capturing solution. The specially designed ASP system works with Kofax Ascent Capture to process all written correspondence. The infrastructure in Zurich is reserved for this ASP solution, while the mail is completely processed in Frankfurt. In capturing the incoming mail, Ascent Capture ensures that barcodes are read in and individual documents indexed and passed on to the downstream system for document management, archival, or workflows. Thus, information can be made available efficiently and quickly either centrally or in distributed centers within the company. Furthermore, the openness of Ascent Capture allows it to be tailored to the customer's individual needs.

Dietmar Rohrbach, CIO of helvetia-e.com, explains: "Our decision to use Kofax Ascent Capture was not hard to make because we were impressed by the extent to which it fulfilled our requirements for performance and integration depth without necessitating any major customization project."



Success Story

“With the Professional Services of neeb & partner, we had an integration partner who addressed our demands ideally in a very effective project. neeb & partner configured Kofax Ascent Capture optimally for our requirements and seamlessly integrated it in our ASP solution,” confirms Klaus Rohde, CSO of helvetia-e.com.

“Once we had more closely analyzed the customer’s business processes and the possibilities that the ASP solution offered, our integration of Kofax Ascent Capture in the overall solution was a decisive task towards the success of the whole IT solution,” adds Alexander Tryba, Managing Director of neeb & partner.

From a technical standpoint, an integrative approach based on products that had demonstrated their value on the market proved to be a success at helvetia-e.com. The approach can also be expanded without any further ado. In the recommendation for the procurement of these products, great attention was also paid to optimal cost effectiveness. For scanning, Fujitsu scanners are used with Kofax Virtual

ReScan (VRS). A central issue here was that employees were to be relieved of having to manually optimize the scanning results. With VRS, the employee can insert all kinds of various document types and formats in the scanner and scan them. VRS automatically corrects the image and optimizes the exposure in real time. With VRS, the time-consuming and costly task of having to rescan individual documents is a thing of the past. Optimal results are ensured with the first scan.

For scanning, documents are sorted by page numbers and scanned separately – regardless of whether the documents are one-sided or two-sided. The next step is quality assurance. Here, VRS automatically straightens the pages and displays them for inspection. If the quality is good, the employee confirms the result; otherwise, the scan is deleted and the page rescanned. Only the pages that are defective and require rescanning are deleted. After quality assurance, the data are automatically passed on to downstream systems. In the process, the index and image

files – in this case, TIF documents – are transferred directly to the ASP solution via a secure Internet connection.

helvetia-e.com GmbH

On October 1, 2001, Helvetia founded helvetia-e.com GmbH as a subsidiary company. Helvetia is thus paving new ways in the field of e-commerce and presenting itself at the address www.helvetia-e.com with a new Internet platform that particularly addresses brokers and multiple general agents. helvetia-e.com is a subsidiary concentrating on online sales of attractive future-risk products and offering brokers a comprehensive service offer at its Internet site. The result: a B2B approach with end-to-end electronic customer management, and hence a paper-less office for brokers.

LIVE DEMO

Convince yourself of the excellent performance of the customer solution live on the Internet. To do so, just visit the homepage of helvetia-e.com and click on “Weitere Informationen / Beispielverträge”. After dummy registration, you will be forwarded to a comprehensive demo area for the ASP-supported overall solution, which handles the administration of all written correspondence, among other tasks. Once a client has been selected, the entire written correspondence is found under the heading “Verträge”, menu item “Geschäftsvorfälle”. Under the heading “Dokumente”, you have direct access to the written correspondence scanned in.

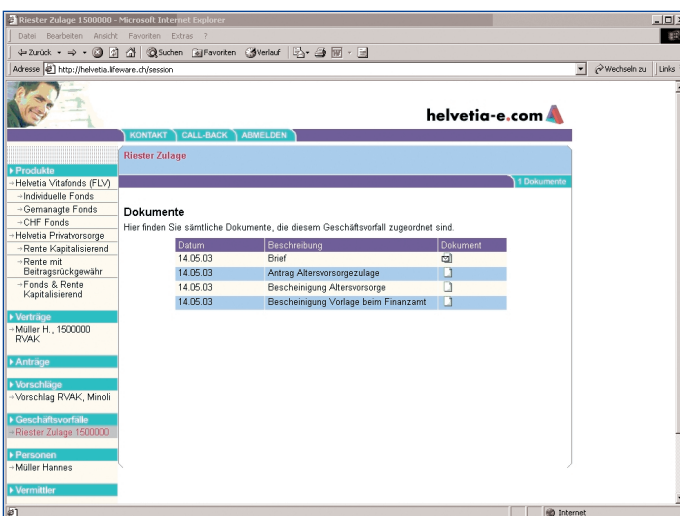
ABOUT NEEB & PARTNER

neeb & partner is a software and consulting company active in Enterprise Content Management (ECM) and archiving.

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Screenshot of the Live demonstration of the ASP-supported overall solution

