Case Study
Insurance

Salvatory Pill for Insurer — ABBYY FlexiCapture® Improves Paper Workflow

Customer Overview
Name
Insurance company
Location
Malaysia
Industry
Insurance

Challenge
To boost efficiency when processing documents in English, Chinese and Malaysian.

Solution
Development of a complete data processing system based on KODAK scanners, SYMANTEC™ security control system, and ABBYY FlexiCapture as the core element for document processing and data capture.

Results
• The productivity increased by 25%.
• Up to 800,000 pages are processed per month (which amounts to almost 10 million pages per year).

Solution
For this project, the service provider implemented a complete system including KODAK scanners, backup solution, SYMANTEC™ security control system, firewall, router, server, internet line, other customization programs and the core element for document processing and data capture — ABBYY FlexiCapture.

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The team working with ABBYY solution involved only 29 operators for scanning stations and 28 for verification stations. All other steps were fully automated.

Upon receiving paper documents in 3 different languages (English, Chinese, and Malaysian) the Fuji Xerox team scanned them and registered them in the database. After scanning, ABBYY FlexiCapture recognized the images and extracted the required data for further processing and indexing. Featuring ABBYY’s award-winning recognition and classification technologies, as well as offering built-in validation rules, FlexiCapture provided exceptional data accuracy for the required documents. Moreover, quality control operators appreciated the ergonomic verification interfaces enabling additional verification of sensitive and questionable data, which is crucial for some insurance cases.

**Results**

Integration of the improved business process took just 3 months from the first request from the client to Fuji Xerox till reaching 100% capacity production. Thanks to handing the task over to Fuji Xerox professionals, and to the improved data capture and recognition quality, the insurance company managed to increase their productivity by 25%. Today the insurer process up to 800 000 pages per month — almost 10 million pages per year.

Automated processing of customers’ insurance case documents and claims as well as policy services has allowed to process requests faster and with better quality, which has increased the customers’ number and loyalty.