



OPEX One-Step Scanning Solution Results in Over 25% Labor Savings for Premier Insurance Provider

Specialty Insurance providers protect their clients by ensuring that the clients' customers are carrying appropriate levels of insurance. These insurance policies cover properties such as homes, automobiles and recreational vehicles.

A leading provider of specialty insurance receives and processes over 15 million pages of insurance documents every year. Timely processing of these documents is critical to the success of the company. Their commitment to organizational excellence and continuous improvement led them to search for technology that would bring greater efficiency to this paper-intensive process.

The Current Process

Seventy percent of the incoming paper documents come via the US Postal Service. All of these documents need to be opened and imaged as the first step to processing the business content contained within each envelope.

The existing process involved multiple manual steps prior to image capture. Mailroom personnel first sorted envelopes based on size and thickness. Using automated extraction desks, operators then opened the envelopes, extracted the contents and set them aside for additional manual sorting.

The staff then prepped the documents for scanning by sorting out checks and correspondence. Batch sheet separators were inserted to distinguish single and multi-page documents. Finally, operators physically batched and transported the documents to the scanning department for image capture. The document scanning staff then fed these prepped batches into scanners and monitored the output.

The Goal

The goal of the project was to reduce cycle times and eliminate the multiple steps and human touches in the existing document workflow. Although their current process was 'getting the job done', the provider believed they could achieve greater efficiencies. Therefore, they launched a search to identify and evaluate alternatives.

The company invested a significant amount of time analyzing potential hardware and software solutions that would help them meet their goal. After a thorough search, OPEX's uniquely integrated mail opener and scanner was chosen.



The AS7200i, the latest in the AS-series of OPEX scanners, offers enhanced features, capabilities and software options.



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The Solution

OPEX's one-step scanning solution opens envelopes and scans pages at a single station with one operator. This unique process does not require up-front sorting, batch sheets or batching. The OPEX "envelope to image" process also virtually eliminates manual doc prep steps such as mounting, repair and photocopying.

The scanners electronically separate documents and transactions within a batch. Transaction integrity and security are enhanced as pages are scanned directly from the envelope and handled only once.

OPEX's user-friendly interface and intuitive processing made operator training straightforward. "Our mailroom staff has found the OPEX scanners easy to operate," says the Operations Manager of Mail Services. "The training was great, and our operators were comfortable with the new process within a very short period of time."

Poised for the Future

Significant labor savings were realized with the new equipment and process. In addition, cycle times were reduced. Based on this success, the company decided to roll out the solution to all four of its major processing centers. In 2011, they deployed OPEX's latest integrated mail opener and scanner, the AS7200i to these locations.

The provider believes the new solution gives them a competitive advantage. They proudly highlight their improved process and capabilities. "Our clients visit our operation frequently. With our new OPEX AS7200i we can confidently demonstrate that our mailroom is state-of-the-art."

The commitment to continuous improvement led the provider to the OPEX solution. The AS7200 demonstrated its value by providing greater efficiency and real labor savings for the operation. In fact, the return on investment was realized sooner than anticipated. The company is now positioned with a process that will take them into the future – just in time for an expected increase in incoming volume.

About OPEX

OPEX Corporation is a recognized global technology leader in high-speed mailroom automation and document imaging. Since 1973, OPEX systems have provided performance enhancing workflow solutions and cost-effective results to thousands of organizations around the world. For more information, call (856) 727-1100 or visit www.opex.com