SWISS POST SOLUTIONS DELIVERS INNOVATION AND AUTOMATION TO CLIENTS LEVERAGING THE OPEX® FALCON+® RED™

OPEX®

// THE BACKGROUND

Labor-intensive, decentralized, and inconsistent workflow caused one of the largest US-based insurance companies to look for "a better way". With locations for each business unit (Life, Disability, Dental and Retirement) running their own process, best practices were inconsistent. At each location, operators handled various volume and document types differently. The insurance company began a quest to explore tools and techniques to automate and standardize their document workflows while maintaining security and compliance.

// THE CHALLENGE

Every day, large volumes of correspondence passed through the mail rooms of each location. Some locations managed all processes in-house while others outsourced to a document processing vendor. Irregularities in processes caused inconsistent turnaround, many times missing their Service Level Agreements (SLAs). The greatest challenge was that each business unit had developed their own custom workflow, so it was imperative for the solution provider to understand the complex matrix this insurance company created.

// KEY CHALLENGES

STREAMLINE TO MINIMIZE COSTS OF OPERATIONS ASSOCIATED WITH THE CORRESPONDENCE GENERATED BY THE VARIOUS LINES OF BUSINESS

INCORPORATE BEST-FIT OCR TECHNOLOGIES AND ROBUST ON AND OFF-SHORE CAPABILITIES INTO THEIR OPERATIONS

// KEY RESULTS

CENTRALIZED OPERATIONAL ENVIRONMENT

AUDITABLE CHAIN OF CUSTODY – ENSURING SECURITY, COMPLIANCE AND RISK MANAGEMENT

SCALABILITY – MODEL CAN BE REPLICATED FOR ADDITIONAL LINES OF BUSINESS

// THE SOLUTION

The quest ended when the insurance company enlisted Swiss Post Solutions to facilitate a change in how they managed their document processing operations. SPS began its solution development by hosting an innovation workshop for members of the client's task force, where requirements were communicated, and solutions were brainstormed. Based on the discussion during the workshop, SPS designed an innovative custom-built, centralized solution for Imaging, Indexing and Business Process Management Services, using their state-of-the-art document processing centers in the US and Vietnam. The solution incorporated protocols to handle their client's 15-transaction types. Documents received and digitized in the US are securely processed the same night in Vietnam, fully leveraging the 11-hour time difference between the two countries, meeting their SLAs. In addition, One-Touch Processing allows for greater throughputs and reduced steps in the workflow. With the OPEX Falcon+ RED system, coding of documents while enabling compliance measures ensure data security. The OPEX Falcon+ RED scanner combines mail opening and extracting with document scanning, making it a key part of the overall one-touch process.

// THE FUTURE

The successful launch of the OPEX Falcon+ RED one-touch scanners as part of the SPS solution for one line of the client's business opens the door to transition the other three lines to a proven workflow methodology with virtually no disruption to the business or service to their customers.

> **DOCUMENTS RECEIVED AND DIGITIZED IN THE US ARE SECURELY PROCESSED THE SAME NIGHT IN VIETNAM, FULLY LEVERAGING THE 11-HOUR TIME DIFFERENCE BETWEEN THE TWO COUNTRIES**

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