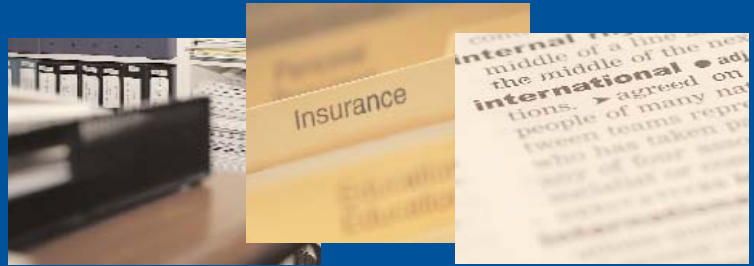


Lexington Ensures Better Paper Document Management



Vertical Market:

Financial Services - Insurance

Problem:

Paper Reliant Infrastructure

Solution:

eCopy ShareScan OP
eCopy Desktop

"In the past if we were to send a claim file from London to New York we would have to retrieve, unbind, and photocopy it and then mail it. As most files are now available on the intranet they are instantly available to anyone with access. If they're not already scanned they can be done so in a matter of minutes. Our investment is changing a business process that has been in place for a number of years."

Andy Hockenull
-Sr. Vice President, MIS

Executive Summary

PROBLEM

- Paper-intensive company reliant on photocopying, faxing, and mailing
- Difficult to annotate, track, and audit critical documents
- Low productivity due to copying and sending documents between offices
- Typical scanning couldn't integrate documents with the customized policy and claims software

SOLUTION

- Installed eCopy ShareScan OP on digital copiers connecting paper documents to enterprise applications
- eCopy integration to custom-built VB.Net policy and claims software
- eCopy Desktop software was deployed on multiple workstations

BENEFITS

- Saves time and money by reducing amount of hardcopy paper, mailing, and faxing
- Provides a simple way for employees to identify, store, track, and audit documents
- Significant increase in productivity and efficiency through streamlining workflows
- Documents are automatically backed up in case originals are damaged

The eCopy Solution



Place paper documents in paper feeder



Scan, preview, and send documents via e-mail, directly to document management system or desktop PC



Access documents on desktop PC for annotations

Full Details

ABOUT LEXINGTON INSURANCE

Lexington Insurance is a member company of American International Group, Inc. (AIG), the world's leading international insurance and financial services organization. With operations in more than 130 countries and jurisdictions, Lexington Insurance employs approximately 600 people. The company knew it could make major time and cost savings if it could integrate its paper documents into its electronic workflow.

PROBLEM

Lexington deals with a large number of paper documents that need to be distributed both internally and externally. In the past, this had always been dealt with through photocopying, posting and faxing, which is costly, time consuming and not environmentally friendly. Lexington needed a user-friendly way to convert these files into digital formats so they could be integrated into electronic workflows and distributed over e-mail and internal networks. This would not only save money but provide a back-up in case the paper originals were damaged and making it much easier to track documents for annotation, approval and auditing. However, the chosen solution would have to work with Lexington's existing document management software that handles claim and policy documentation.

SOLUTION

After consultation with technology partner DMC Business Machines plc, Lexington tested eCopy Desktop and ShareScan OP and was impressed with the solution's ease of use. DMC installed eCopy Desktop onto Lexington's workstations and equipped their copiers with eCopy ShareScan OP. Now, all employees are able to scan documents to their desktop and e-mail, something that was picked up quickly on a company-wide basis according to Andy Hockenhull, senior vice president, MIS at Lexington. "All the departments are using eCopy for scan and mail and scan to desktop, primarily as a replacement for copying and mailing or copying and faxing," he says. "Only a half day was needed for training and most have adopted it instantly."

eCopy has practically eliminated time-consuming and inefficient paper trails associated with claims and policy documentation. Lexington uses existing document management system, VB.Net which sorts, and stores claims forms and policy documents and places them on an intranet. Using eCopy the documents are scanned after they've been signed by the underwriter and assigned a policy or claim number by the software. eCopy's integration to VB.Net allows instant integration of scanned information into the application. VB.Net watches the appropriate folders for the saved documents and they are automatically posted to the intranet.

THE BENEFIT OF THE eCopy SOLUTION

This system has had significant time and cost benefits. Hockenhull says, "In the past if we were to send a claim file from London to New York we would have to retrieve, unbind and photocopy it and then mail it. As most files are now available on the intranet they are instantly available to anyone with access. If they're not already scanned they can be in a matter of minutes."

Lexington expects full return on investment and for the cost savings to continue to increase as eCopy becomes more firmly entrenched within the company. "The investment has been significant and is slowly changing a business process that has been in place for a number of years," says Hockenhull. "Over time we will see the return on this investment as more and more people realize the benefits it can provide."