FUJITSU

Case study
Pro-Demnity Insurance Company

»The Fujitsu scanners made it possible to capture the essential information in our paper archives when backfiling and the ongoing scanning of new documents«

Jeff Aiken, IT Services, Pro-Demnity Insurance Company

The customer

Country: Canada
Industry: Insurance
Founded: 1987
Employees: 20
Website: www.prodemnity.com

PRO-DEMNITY
INSURANCE COMPANY

The challenge

Business continuity planning is the driver of a new paperless processing initiative at insurer Pro-Demnity. The bulk conversion of 750,000 pages into a digital archive is planned over two consecutive summers. A more manageable electronic format is required for not only streamlining backup and recovery, but improving processing capabilities across the organization. The document imaging solution must address archiving and day-forward scanning needs.

The solution

Pro-Demnity purchased nine FUJITSU fi-7160 scanners, supporting the front- end capture needs of a new Document Management System. Using two fi-7160 scanners, the underwriting department completed the backfile document imaging of approximately 250,000 pages in just 36 days. The included FUJITSU PaperSteam IP drivers integrated seamlessly with the existing document management software, which is used to automatically categorize and organize files, ensuring they display in all relevant views and search results.

The customer

Pro-Demnity Insurance Company is a wholly owned subsidiary of the Ontario Association of Architects (OAA), providing mandatory professional liability insurance for architects in the province of Ontario. The company assists OAA members with policy underwriting and claims, risk management education and policy advice.

The challenge

The primary motivator for the document management solution is business continuity. "We needed to ensure critical operations continue and are made available in the event of fire, water damage or a theft occurrence," says Jeff Aiken, IT Services, at Pro-Demnity Insurance Company. "Our goal is to convert paper into a more manageable electronic format for backup and recovery."

The solution

Pro-Demnity purchased nine FUJITSU fi-7160 scanners, bundled with FUJITSU PaperStream IP and PaperStream Capture, enabling enhanced image processing and batch scanning.

The new document management system is supported by scanning and document backfile imaging of vast amounts of archival information, primarily found in the underwriting and claims departments, consisting of 250,000 and 500,000 pages, respectively.

The bulk conversion of paper in the underwriting department was the first major milestone completed by Pro-Demnity, with the claims department scheduled next, followed by the corporate and finance groups.

All nine FUJITSU scanners are now deployed across the company, meeting the needs of day-forward scanning of inbound documents that arrive daily.

The Optical Character Recognition (OCR) capability of the fi-7160 scanner is highly acclaimed by Aiken: "We can now accurately pinpoint required information in a large 80 page file, containing multiple documents in literally seconds using a simple text search."

The benefits

- Supports business continuity and disaster recovery planning
- Improves document retrieval time, from minutes to seconds
- Underwriting: Quicker processing of new policies and renewals, enabling faster determination of risk and accurate ratings

Products and services

- FUJITSU Image Scanner fi-7160
- FUJITSU PaperStream IP and PaperStream Capture (included with FUJITSU fi-Series scanners)

The benefits

"Digitization not only improves business processes, but increases the value of information across the company," says Aiken. In fact, the fi-7160 scanners fulfill an important role in the front-end capture of that information. "The scanners help ensure Pro-Demnity has everything in the system, before the paper file folders are retired."

Alken identifies a number of important features of the fi-7160 that are relevant to the success of the project:

- Support of Optical Character Recognition (OCR)
- A high-capacity hopper and automatic document feeder
- Automated blank page removal and hole punch fill-in
- High-speed USB 3.0 interface

Ease-of-use and user adoption are deemed critical success factors by Aiken: "When employing our summer students, it was evident the scanning technology could easily be learned by non-technical people and implemented quickly with fantastic results."

Aiken adds: "We mimicked the paper folder system into the electronic one, embedding similar processes. Instead of opening up a paper folder on a desk, the screen experience for an administrator is virtually identical."

Another important benefit is the speed at which information can be found and shared, Aiken explains: "If a specific policy certificate of insurance is being searched, once relevant search results are displayed, the administrator can click through on a thumbnail view and examine the content of that document. A text search can be conducted in the PDF to hone in on the information needed. What may have previously taken minutes for skimming through paper folders, can now be completed in seconds, when using a digital system."

Conclusion

While the so-called 'paperless office' may be unachievable, paper-use can still be streamlined for efficiency gains. "An overall company-wide commitment to a 'paper light' digital workplace is now being planned at Pro-Demnity," says Aiken. "Inbound paper is always coming and can be incorporated into our workflows."

By embracing digital transformation, Pro-Demnity anticipates many additional benefits such as enhancing compliance measures, minimizing risk, and reducing processing errors, to name but a few.

Aiken shares many praises for the FUJITSU scanners:

"The fi-7160 scanners play a vital role in support of the entire process," he says. "The Fujitsu scanners made it possible to capture the essential information in our paper archives when backfiling and the ongoing scanning of new documents."

"The OCR software bundled with the scanner has been critical in enhancing the processing capabilities of our underwriting and claims administrators," he adds.

A data enriched environment offers the exciting possibility of new important insights. "Having the documents in a digitized searchable format allows Pro-Demnity to glean the information for predictive analysis purposes," says Aiken. "We anticipate the optimal allocation of resources, helping us continue serving our policyholders as effectively as possible."

About Fujitsu Canada, Inc.

Fujitsu Canada, Inc. provides a complete portfolio of business technology services, computing platforms and industry solutions, with a full suite of onshore, near shore, and offshore system integration, outsourcing, and datacenter services covering applications, operations, infrastructure, customer service, and multi-vendor lifecycle services. Additionally, the company provides state-of-the-art scanning solutions in the workgroup, departmental and production-level scanner categories, and scanner maintenance.