

International Administrators Ltd adopt document archiving solution

Background

International Administrators Ltd. ("IAL") is an administrative company focusing on administration of medical, personal accident and travel insurance policies and claims.

IAL has a need to work with, manage, and store large volumes of paper. Typically IAL's paper documents are associated with both policy applications and claims along with normal correspondence. With a focus on medical and travel insurance IAL has a need to process a large number of claims each day however most are for small amounts. Minimising the cost of processing is therefore a key to running a successful and profitable business.

IAL approached NETsolutions Asia ("NSA") to request a solution for document archiving thus allowing all documents relating to each customer to be available to their staff via a computer. This would allow staff to locate and retrieve the right documents required in reviewing and processing a customer's claim. Having instant shared access to all the right documents would allow each claim to be processed quicker thus reducing the cost of processing each claim.

Reducing the office space required for document storage in IAL's office was also a benefit and cost saving that would be enjoyed. Documents included a range of paper sizes and paper weight. A large number of documents contained highlighter and hand written comments which need to be accurately captured.

Departments that would utilise the document archive solution would be Claims and Accounting.

Solution

As an archiving solution was required NSA had no hesitation in recommending the market leader for document archiving, Alchemy.

Alchemy allows document databases to be defined along with the user access list for each database. An Alchemy database would therefore contain a scanned image file along with that file's associated indexes, for

example, Policy Number, Customer Name, Customer Number etc. Alchemy allows CD's to be created thus providing a full document archive which can then be stored off-site as well being copied to a server and made available to all network users.

To ensure all documents were captured as accurate as possible, and considering the varying sizes of paper that needed to be converted, a Kodak 3590C colour scanner was provided along with Kodak's mid-volume capture software (MVCS). The Kodak 3590C has the best document feeding technology in the market and also supporting colour ensures the documents look as real as their paper original. The results are amazing.

NSA developed an Index Control Sheet (ICS) application to assist in the document conversion process. The ICS connected to IAL's customer and policy database to ensure accurate indexes were created for each set of documents. A batch control sheet was then printed on an HP printer. Barcode technology was used to associate a document's indexes with the converted digital image file. The ICS would also indicate whether the scanner should scan both sides of the document (duplex) or the front side only (simplex).

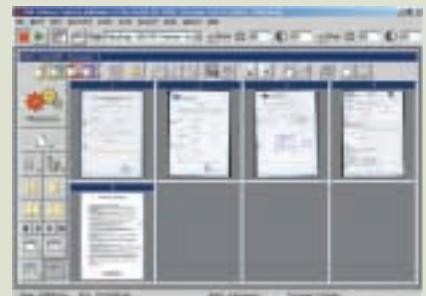


The indexing process would take place prior to the document being scanned. The batch control sheet generated from ICS would be placed on top of the document batch, checked by a supervisor and delivered to the scanner for conversion.

The Alchemy API toolkit was used to develop an "update" script which would automate the process of updating the correct Alchemy database with the correct image file and its associated indexes once the scanning process was completed. A log file is kept to ensure all files are imported correctly.

Services Provided

NSA worked with each department to finalise the required specification and indexing requirements. An ICS application was developed for both departments that would use Alchemy. Once developed NSA engineers installed both Alchemy and the ICS application for those users who would perform the indexing process.



NSA engineers installed and configured the Kodak scanner and capture software.

Once all software and hardware was installed and tested NSA completed end-user training and finalised the solution documentation so IAL staff could manage the system on a daily basis.

IAL staff spent several months converting the many customer and claims files along with their accounting vouchers and invoices. The system is working very well for IAL with the initial objectives of the project being quickly met. The users have enjoyed the speed to which documents can be located and retrieved thus assisting them in their daily work resulting in efficiency gains. Information can also now be easily shared with IAL's associated company in Manila to assist in claims processing. ■

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