



Datamatics Global Services Limited New Business Processing Excellence

Partner Solution

■ **Target Industry**

Insurance

■ **Business Application**

New Business Processing

■ **Products**

IBM FileNet Business Process

Manager

IBM FileNet Capture

IBM FileNet Content Manager

Business Challenge

Regulatory compliance and operational efficiencies are posing ever-increasing challenges for insurance providers. As companies strive to reduce costs and improve productivity, they must simultaneously strengthen internal controls to ensure they reduce risk and comply with changing requirements. These needs are further complicated by a wide range of legacy systems and processes that must be accommodated.

In addition to the challenges posed by their legacy infrastructure, insurance organizations are finding that traditional paper-based processing is inhibiting their efforts. With greater potential for loss and errors as well as the time required to track status in paper files, the need for a paperless processing environment is clear. To remain competitive, insurance organizations must find ways to overcome these limitations in order to increase margins and improve underwriting profitability. Accomplishing this requires companies to find systems and procedures that will help them shorten the underwriting lifecycle while improving customer service with greater responsiveness and faster approval times.

Solution

The Datamatics New Business Processing Excellence Solution (NBPE), built on the IBM Enterprise Content Management (ECM) suite of products, helps insurance organizations implement end-to-end automation of new business applications processing. The system incorporates IBM ECM functionality to deliver an integrated solution for increased insurance processing efficiency.

Given that 70 percent of the data used for application processing resides in legacy systems, NBPE integrates directly with core insurance and underwriting applications to ensure seamless access. Additionally, the solution's robust document repository ensures it has the capability to transfer large volumes of documentation to electronic format for easier access. As a result, the solution offers offline guided data capture functionality that streamlines the data entry process by enabling simultaneous viewing of data entry fields and corresponding images. Data is then automatically populated into business applications in real-time.

By automating the process, NBPE enables standardization of processing and integration of diverse information sources for greater accuracy,



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improved compliance, and minimized redundancies. In addition, organizations can create business rules that automatically trigger underwriting processes for greater efficiency. With easy access to extensive reporting capabilities, NBPE enhances regulatory compliance with visibility into the audit trail of all cases.



Value Proposition

With NBPE, insurance companies have the measurable advantage of being able to improve overall turnaround time and better utilize skilled underwriting and other resources. As a result of using the solution, companies have seen reductions in processing times for new applications of over 60 percent, accompanied by operational savings of over 6 percent. In addition, organizations have been able to increase capacity by over four times using existing resources.

In addition to these bottom-line benefits, NBPE helps companies better control their new business processes. From allowing secure access to documents with customer-specific information on an as-needed basis for certain employees, to enabling real-time tracking for each and every application throughout the process, with NBPE there is increased visibility and improved process control. This additional oversight is further supported by the solution's exhaustive management reporting capabilities that enable immediate perspective on individual productivity and process analysis for continuous improvement.

Company Description

Datamatics Technologies Ltd. (DTL) is a premier provider of Enterprise Content Management solutions and services. The company provides consulting services to assist with all phases of these solutions including identifying and re-engineering business processes, requirements and design, integration, deployment planning, execution, and education and training. The company has established relationships with leading product vendors within the field to ensure it provides clients with state-of-the-art solutions that deliver real world results.

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