

Financial Services Company
Ontario, Canada

Paperwork does not slow down insurance company

LibertyNET helps manage complex documentation



Client Situation

As one of the fastest growing property and casualty insurance companies in North America, this company's primary business is the insuring of automobiles for drivers who cannot meet the criteria for coverage by standard automobile insurers. The company operates through nine wholly-owned subsidiaries in Canada and the U.S., with 4,000 insurance brokers and total assets of some \$2 billion.

On a daily basis this insurance company receives and processes large volumes of correspondence from both brokers and other insurers: applications for new policies; modifications to existing policies; new claims against an existing policy, etc. Processing this paperwork is complicated. For car insurance, underwriters have to review everything and check driving records. In some cases, underwriters are unsure whether they can write a policy, so they seek the advice of a senior underwriter or supervisor, who will access the documentation.

Liberty IMS Solution

A Liberty IMS solution provider designed and implemented a fully integrated LibertyNET system to streamline the business processes

across all nine of this company's locations. Four of the sites were located in Canada, with the remaining five in the U.S. Due to different operating practices at the various offices, the solution had to interface with a number of different legacy applications.

The new application provides both the underwriting and claims departments with instant access to policy and claim files in a secure, online environment. It enables the management to monitor all claims and policies throughout the process, and analyze workloads at any given point in the system. Numerous pre-programmed reports are available, enabling management to quickly identify backlogs or bottlenecks and reassign resources on the fly to optimize operational throughput.

There are two notable aspects that differentiate the Canadian version of the solution from the US version. First, the Canadian version has a substantial number of complex workflows, whereas the US version does not. Second, the Canadian version is a web-based system using LibertyNET's web server module; the US version is network-based.

This company will extend the application for web inquiries from brokers across the country.

Client Benefit

The Document Management System (DMS) implementation there has achieved a number of important operating objectives:

- **Improved workflow:** Document handling has been significantly improved by reducing and streamlining paper flow and eliminating the need to manually move documents and files.
- **Increased security:** The new DMS provides a higher level of security by maintaining better control over documents and regulating document access.
- **Balanced workloads:** Group Leaders now have access to the process, enabling them to balance workloads and set priorities.
- **Improved records management:** The new online system virtually eliminates the effects of misplaced or unreturned documents.
- **Improved customer service:** A customer service representative can locate and access a customer file even when someone else is working with the same file.

For more information about how LibertyNET can help your company, contact us:

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