



Content and Image Management

Document Management Case Study Distributed Capture

Insurance Company

Company Overview: AMI's customer is a mutual insurance company operating in 48 states with offices throughout the United States. They are highly rated in the industry for both property-casualty and life-health insurance. They have a corporate headquarters, regional offices, and several service offices located throughout the country.

Initial System Usage: Before implementing Distributed Capture, the entire claims capture process was ineffective at getting the documents and data into the Company's document management system in a timely manner. CDs were burned with images and index values in the filename. Costs for processing claims were high because of the labor involved, and customer complaints were heard all too often. The goals were to improve customer satisfaction by reducing the time it takes to process claims, and, secondly, decrease the costs and amount of labor associated with the overall document capture process. The company initially started with just three locations using Distributed Capture.

Current System Use in 2006: They now have 15 locations remotely scanning health claim forms using Captovation® Web Capture and automatically indexing bar coded documents using Captovation® Recognition Server.

Summary: Customer satisfaction is vastly improved. Claims are processed in a fraction of the time. Courier fees for shipping CDs have been eliminated. Decreased labor requirements have allowed existing employees to absorb increased volumes and take on new tasks.

About AMI Imaging Systems: AMI has been serving customers and solving business problems since 1982. We are an industry leader specializing in Document Management Technology and Workflow and Process Automation. AMI's customer base includes both large and small customers. We are dedicated to serving customers with a full understanding of their business needs.

