

Business Services with Capture OnTheGo™

This Objectif Lune customer prefers not to be named.

ABOUT THE COMPANY

The company has provided incident management solutions to the insurance industry since 2002. Positioned at the forefront of the specialized vehicle market, they operate across a single platform, controlling all aspects of the claims process.

Company: Claims management services

Revenue: Estimated at 17 million (2015)

Size: 100+ employees

Identifying the Opportunity

The company was manually printing and delivering their client agreements every day. These agreements were then signed by the client and collected and returned daily to each respective local office.

At the end of each day, a courier would then come and collect the agreements and deliver them to Head Office in Chester. Once reviewed, they would then be returned to the local offices for the forms to be manually sorted and filed.

The process was very time consuming and required a lot of human input, draining valuable company resources unnecessarily.



Before

THE ISSUES

- Costs of labor to manually create documents
- Delay in Head Office receiving documents
- Time associated with manually sorting and filing
- High cost of daily courier services
- Unnecessary cost of pre-printed stationery

The Solution

Having reviewed the requirements, and business needs, Objectif Lune's real-time data capture solution, Capture OnTheGo was proposed.

By implementing Capture OnTheGo, the company has been able to automate its claims process. An electronic file is produced and the completed file is sent to the driver's handheld device. The driver can then sign to confirm that the document has been completed correctly.

Once the signature is recorded on the device, it is sent via 3G/4G or WiFi back to the company's servers.

Capture OnTheGo easily integrates with the output of the customer's existing Proclaim software and amalgamates the files. This ensures that the correct information is sent to the handheld device with the relevant headers, footers, logos, terms and conditions, and other content.

Once the information is returned, the company can then decide where it's filed to. A copy of the signed document can be sent by email and integrated into the company's Proclaim software or electronic archive. This allows for fast recovery in the event of a claims query.



Now

THE BENEFITS

- The move to digital has eliminated the need for couriers, which has resulted in £11,000 in annual savings.
- Customer service and time delays have improved, as all employees can gain access to client documents instantly.
- There is no longer a need to order pre-printed stationery, as digital versions can be created.
- Easy integration with existing Eclipse software has allowed for more flexibility and control over the company's.
- The number of people involved in the claims document lifecycle has significantly decreased, leaving less room for human error.