



Document management system enhances quality of documents and accelerates time to market

Client

Our client is a group of property and casualty insurance companies providing full lines of personal, farm and commercial insurance products across multiple regions of the United States. They have been in the insurance business more than 125 years.

Challenge

Client has extensive requirements for document management and storage to support its entire claims cycle. Legacy systems made changing templates and documents a time consuming and challenging task, and a problem for IT. They wanted to replace their existing legacy document management system with a flexible and cost-effective platform by converting old and existing documents, which were at the time being generated through Documerg or other legacy applications. They needed to be more receptive to their customers and make changes in real-time thereby reducing the time-to-market.

Marlabs Solution

Marlabs team conducted a detailed requirement analysis to understand the scope and requirement. We gathered information from all different types of focus groups and users and carried out a structured analysis of this data based on various parameters. We identified the stakeholders and studied the existing workflows and tasks performed by the users to design interactive documents to enhance usability.

We created standards and consolidated the specifications document templates based on the most common scenarios to reduce processing time and generate documents faster. We also created workflows for implementing new Exstream applications. HP Exstream is a multichannel customer communication management (CCM) solution that helps manage communication across all customer touch points.

The solution can handle high-volume communication with ease. It also includes self-service applications for customers. On-demand marketing and option for customer-facing employees to personalize correspondence and proposals are other features.

We converted the raw data into usable XML files and schema. These XML files can be consumed by HP Exstream to generate different types of documents like PDF, TIFF, PostScript and live (DLF). We created new live interactive documents to replace the existing Letter system using HP Exstream design and production 8.0, HP Exstream Live 3.0. These live documents are capable of taking user input and upon submission deliver the documents to multiple output channels like imaging/archival, production printers, local print (if user needs to print locally), hand off documents to be attached to email and hand off information for creation of task flows and automated follow-ups.

This new system is a Web application, which allows the user to select any type of document, generate it and work on it and submit for processing to multiple output channels. This is a one-to-one real-time document processing system.

Benefits

- Created applications, which are easy to maintain and troubleshoot for the application owners' team who oversee the maintenance after implementation
- Duly trained application owner team developers who will be supporting the applications after implementation
- Multiple document outputs: system generates document output types like PDF, TIFF, PostScript and DLF (Live document).
- Accelerated time-to-market
- Enhanced quality of documents.

Technologies

- HP Exstream
- SQL
- Oracle Database
- Documerge
- XML

Marlabs helps drive digital agility for our clients. We deliver innovative business solutions using digital technologies such as cloud, mobile, analytics, Internet of Things, and social. With a dedicated team of over 2,100 associates, a network of delivery centers in USA, Canada, Mexico and India, and strong partnerships with industry leaders, Marlabs offers a wide range of IT services across industries. Through our emphasis on quality driven by CMMi, PCMM, ISO 9001-2000, ISO 27001 and SSAE 16 Type II best practices and a customer-centric client engagement model, Marlabs has achieved a dependable track record of meeting high standards of excellence in every customer engagement. This has resulted in several awards and recognitions, including being consistently ranked in the Deloitte Technology Fast 50 and Fast 500 programs. Marlabs is headquartered in New Jersey, United States.

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