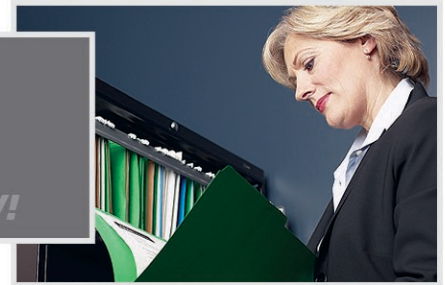# Industry Brief: Insurance
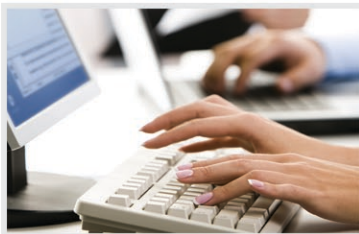
EfficiencyNOW! ControlNOW! MoneyNOW! ECMNOW!

Enhance Efficiency, Gain Control and Save Money with *ECMNOW!*

As an insurance provider, your top priority is to serve your clients, but manual processes restrict your capabilities. Enterprise Content Management (ECM) enables you to accelerate your client services. The ability to enhance efficiency, improve control, and save money will take your company to the next level. *ECMNOW!* converts burdening paper processes into effective electronic documents so you can:

- Improve customer service by enhancing efficiency through a centralized information system.
- Secure information for increased control and reliability.
- Automate claims and approvals to decrease costs and save money.

"Because independent agents often represent several carriers, they may have to deal with several different proprietary computer systems. Agencies have to manually key in data, slowing their customer service. Multiple systems also hinder quote comparisons between carriers and products, and make it harder for new agents to become familar with products from different companies."

~Hoovers

Centralize Your Information to Enhance Efficiency

Handling thousands of claims and managing various procedures are daily challenges for your industry. Procedures can be slowed due to multiple information sources. ImageSilo® and PaperVision® Enterprise can help you manage and accelerate processes electronically for enhanced efficiency and improved customer service.

- Quickly and easily turn paper documents into electronic files for an immediate increase in productivity.
- Instantly retrieve all documents related to a policy or claim, allowing you to rapidly serve customers.
- Automatically route claims through customized procedural steps, streamlining processing.

Control and Secure Information

Information security is a top concern in the insurance industry. Federal laws and regulations require customer information to be secure, but also remain accessible. *ECMNOW!* allows you to control information by safeguarding records and safely disclosing documents.

- Control document access and restrict agents' abilities to view, change and share information.
- Conceal sensitive information within a policy or claim to maintain customer confidentiality while retaining document availability.
- Track policy history, system activity and information disclosures through extensive audit trails.

TEAGUE
FINANCIAL SERVICES

"In insurance, the price is fixed. It's the service that distinguishes one company from the next. ImageSilo saves us 319 labor hours and $24,000 each year, allowing us to better serve customers and grow our business without hiring more adminstrative personnel."

~Jean Strouf, President
Teague Financial Insurance Services

Save Money with an Automated System

Key Features of *ECMNOW!*
- A centralized information system allows carriers to efficiently search and retrieve all documents related to a policy.
- Configurable security settings control access and restrict unauthorized activities.
- ECM does not require expensive storage, maintenance or resources, saving you money.

ECMNOW! ™

Paper-based systems are unproductive and are costly to manage and store. By creating an electronic information system, you can standardize practices and reduce costs associated with business procedures. *ECMNOW!* helps you automate practices for consistent document management, ultimately saving you money.

- Streamline processes to save valuable time and money.
- Convert paper records to electronic files, reducing paper and storage expenses.
- Implement a comprehensive cloud ECM system without costly capital investments.