



## Transforms the management of information

### Business Case

### Processing of road accident and material damage claims in an insurance company

The insurance company implemented ATRIL Capture to provide its customers with fast claims management.

Procedure of the implemented solution

#### 1. Accident reporting:

The new solution enables new ways of reporting accidents and interacting with policyholders. This is done through the digitization of the documentation by the policyholder and the transmission of the images over the Internet.

#### 2. Opening the file:

- Digitization of the documentation, with the possibility of remote capture.
- Simplification of the information capture process.
- Automatic validation of the documentation required for the process.
- Interfaces between the digitization system and the corporate application.

#### 3. Claim handling:

- Use of an electronic file instead of paper.
- Simplification or elimination of information capture tasks.
- Improvements to the document flow between processing centers and third parties.
- Possibility of centralising the claims handling function.

#### 4. Claim payment:

- Use of images of the invoices to facilitate this process.
- Possibility of centralising this function, even for processes involving companies outside the insurance group

#### Benefits obtained:

- **Physical archiving:** the cost of the physical medium has been **cut by 95%**, leaving a residual value of approximately 5%.
- **Consumables:** costs associated with photocopies, printing, and fax have been substantially reduced.
- **Distribution:** costs related to services such as messengers, couriers, mail, etc have also been significantly lowered.