

Document Management System for Global Insurance Brokerage

As a global insurance broker and risk management services company expanded operations throughout North America and around the world, so did its dependency on printed documents. The paper created by proposals, quotes, policies and other documents vital to its business was creating a problem: its branches were running out of room to store their files.

The company's highly autonomous and increasingly successful offices were generating roughly 11 million documents a year. At its current rate of growth, it would accumulate more than 180 million documents – representing a staggering 1.4 billion pages – within the next ten years, without a uniform process in place to handle them.

Collaborate

Recognizing the urgent need for consistency in dealing with so many documents, the company began implementing an enterprise-wide document management system. But with so many disparate processes in place, rolling out the system seemed impossible. Aware of the scope of the problem and the need for a truly effective solution, the firm turned to Majesco.

Innovate

With its deep understanding of all aspects of the insurance business and its unique ability to successfully implement process innovations, Majesco was fully prepared to help the firm reach the level of efficiency it required. With its long history of successful projects firmly based on its strength in leading clients through all phases of their projects, Majesco was the perfect partner to help the firm achieve the results it desired.

Execute

Majesco began by analyzing the existing situation paying particular attention to how critical business documents were being created and managed at each location. The team focused on the similarities and differences among the branch offices, identified problem areas, determined how the document management system could be beneficial and assessed the need for training. Encouraging the client to experience the solution's benefits firsthand made the adjustment even easier.



Realize

The results of the Majesco team's work became apparent immediately. The new process and the technology that makes it possible allow the producers and account managers to shift their focus from administrative tasks to their top priority: their customers. They could now spend less time creating and managing documents, including all aspects of document handing – revisions, approvals, storage and retrieval – and more time selling.

All of the documents needed to service an account are now available to everyone on the account team, regardless of where they might be. Redundant, automatic backup capabilities, electronic archives are eliminating the need for paper-based folders. Tools are available to manipulate data, enabling the account team to add value and make it easier to sell. With instant access to the documents they need, producers and account managers are much more responsive to customer requests. And the bottom line is that they are selling more business.

About Majesco

Majesco is a provider of core insurance technology software and IT services to insurance carriers worldwide. For over two decades, we have combined our leading products, people, and processes to drive business impact and competitive advantage. By truly collaborating with clients, we gain a deep understanding of their business goals and challenges. We envision, design and deliver tailored business IT solutions that stand apart for their effectiveness, reliability and fit.

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