

*I've put that contract somewhere...
... Looking for a needle?
we manage your haystack*



CUSTOMERS ■ ASSURIA INSURANCE



Assuria Insurance is the largest insurer in Suriname (Dutch Guyana). The company provides its

customers with a wide range of insurance products and financial services. Assuria Insurance also has a 50% interest in the largest bank in Surinam—The Bank of Suriname.

Assuria employees communicate daily with numerous target groups such as insurance agents, health providers, and policyholders. Most documents are archived and need to be available for a number of years. In order to work more efficiently, it is essential for staff to retrieve information easily and immediately have all the necessary documents at their disposal. The physical archiving of documents takes up a lot of space and consequently can be very costly. So it was only natural for Assuria to go in search of a Enterprise Content Management System (ECM).

Flexible and a modular structure

As an insurance company Assuria receives approximately 5,000 insurance claims every year and another 7,000 medical claims. If you add to this the daily communication between the various target groups, it becomes clear that a lot of time savings can be made by automating the archiving process. "Previously the documents were saved in separate folders on the server and a part of the documents were saved in paper archives", explains Gracia Riedewald, special Decos implementation supervisor at Assuria Insurance. "The great disadvantage of this system was that our staff had to

keep searching for the necessary files on the server as well, to obtain a complete overview per customer." In their search for a suitable system Assuria considered a number of suppliers, and ultimately chose Decos Document – web edition. "The deciding factor was the ease of use Decos Document could offer and the fact that the Decos system can also be used in another language", Gracia Riedewald explains. "Furthermore, the system is flexible and its modular structure will make it easy for us to expand in the future."

"The Decos system can also be used in another language"

Each department has its own tasks and responsibilities. This means that the Enterprise Content Management system must be flexible to allow each of the different departments to truly benefit. Another important criteria was that the solution was user-friendly to encourage adoption within Assuria.



Focus on training

At the beginning of 2006 the Assuria project group was established. In collaboration with Decos they specified the criteria for the new system and how to carry out the implementation. To obtain a realistic overview of the existing document flows, the different processes within the organization needed to be charted. Decos paid special attention to the requirements of the different departments. Based on this a functional design was created which detailed the configuration of the application.

The training program and staff support is an important part of the ECM implementation. For this reason all employees from the relevant departments

were introduced to the Decos system, just to experience how Decos Document works. The feedback from staff was used as input for improvements for the system configuration. Users have also been supervised by a Decos consultant during sessions and onsite, so they can become more familiar with the system.

“It saves a lot of time on a daily basis, because information can be found immediately”

Assuria now has a structured procedure for incoming and outgoing documents. The secretarial department registers and scans all executive mail and sends all other documents to the scan units. Here the documents for the various departments are scanned and registered. “The scan units activate documents that have to be stored physically”, Riedewald explains. The documents received are then electronically mailed to the relevant departments. At these departments the documents are added to the relevant folder or alternatively an assistant will create a new folder. This person also decides which physical documents must be saved in both the paper and the digital archives.

Improved availability of documents

Assuria uses Decos Document to digitally process and save the registration and completion of policy requests and insurance claims and all incoming and outgoing mail. This has led to a dramatic reduction in the required physical archiving space. Furthermore it has become easier for Assuria employees to retrieve complete folders. The saved documents are permanently saved and staff can reference the information at any time. An important advantage is that they now do not need to retrieve the original documents. Also all the photos belonging to a claim folder are taken with a digital camera and linked to the appropriate folder in Decos Document.



Previously this was not possible and photos had to be printed several times. “Our employees are very happy with the speed at which they can now retrieve documents. It saves a lot of time on a daily basis, because information can be found immediately”, Riedewald says.

In tandem with the implementation of Decos Document we have developed a sound procedure to record incoming documents, such as our executive's mail. This procedure also ensures that employees can be notified quickly of any urgent correspondence. Apart from these practical advantages, the implementation of Decos Document also prepares Assuria for the future.

Riedewald: “We aim to reduce the use of paper in our organization as it is eco-friendly and cost saving”

With electronic documentation the organization has taken its first major step towards a ‘paperless office’ and a new way of working. “We aim to reduce the use of paper in our organization as it is eco-friendly and cost saving”, Riedewald says. “At the moment we are obliged to physically save all documents that contain a customer’s signature. This mainly concerns insurance claim forms whereby the customer has to sign for liability insurance. As things stand now the concept of a digital signature has not yet been introduced, but we expect this will change in the future. For us it is important to reduce the use of paper in our organization and we would like to be prepared for all future developments.”

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