

REDUCING THE INSURANCE PAPER MOUNTAIN -

An Intelligent Approach to Getting it Right

Paper Remains Dominant

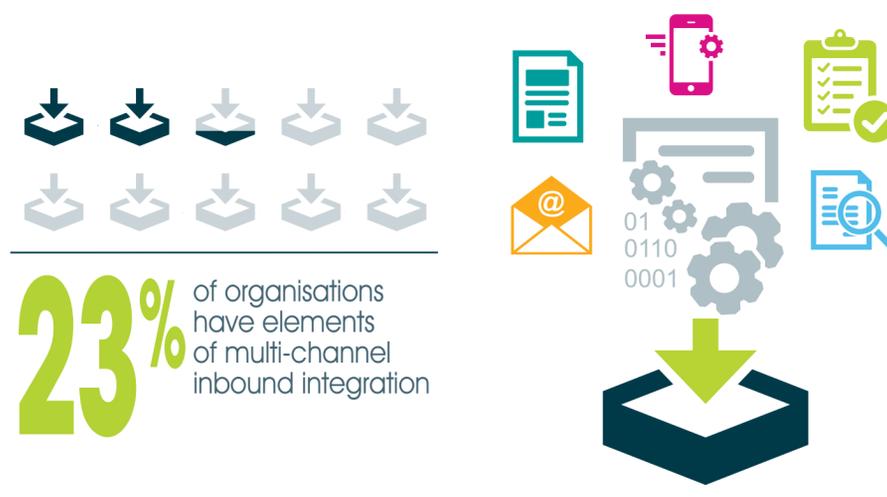
The Insurance sector is filled with paper restricted processes



58% of organisations polled describe their inbound content handling as ad-hoc

Multi-channel Inbound is Essential

Includes email, office files, electronic forms, and more.



23% of organisations have elements of multi-channel inbound integration

Support the Content Lifecycle

Insurers have a responsibility to capture and protect client data.



47% of respondents indicate they have an Information Governance (IG) policy that defines retention

Auto-classification

Identification and classification of multichannel inbound content for better control and management.



25% of organisations have more reliable automated procedures that provide consistency, repeatability, and defensibility

Maintain Content Connections

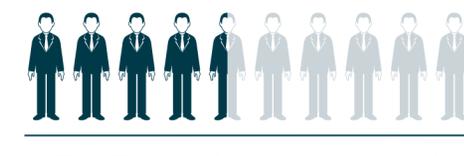
Develop and maintain an integrated and interoperable information ecosystem.



31% of respondents indicate their ECM systems are integrated with content creation systems

Operational Advantages

Automate insurance business processes



46% of organisations polled do have business processes that can be described as paper-free

Recommendations

Look for opportunities.

- Document a process and pinpoint where information enters your business and processes.
- Identify who is accessing this information, what information they seek, and what information they require.
- Provide the technology and training to enable the workforce, and users of this information in ways that align to their business needs and activities.
- Seek expert advice and support where and when needed

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