

REDUCING THE INSURANCE PAPER MOUNTAIN -

An Intelligent Approach to Getting it Right

Paper Remains Dominant

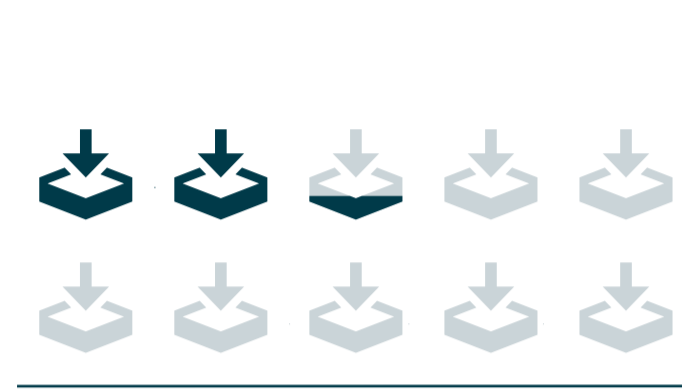
The Insurance sector is filled with paper restricted processes



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.

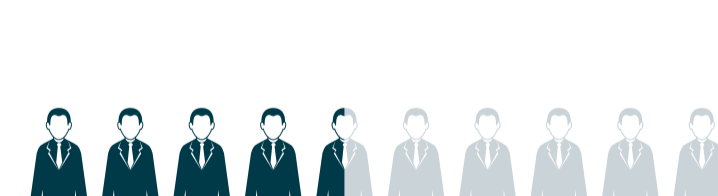


31% of respondents indicate their ECM systems are integrated with content creation systems



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

Sponsored by:

CAPITA

Capita is the UK's leading provider of business process outsourcing and integrated professional support service solutions. We create unique, cost-effective services that meet the individual needs of our clients. And we don't just design these services, we also deliver them.

www.capita-software.co.uk/ecm

aiim

AIIM (www.aiim.org) is the global community of information professionals. We provide the education, research and certification that information professionals need to manage and share information assets in an era of mobile, social, cloud and big data.

www.aiim.org/research

Findings cited in this graphic are from: AIIM Industry Watch "Information Management – State of the Industry in 2016"

© AIIM 2017 www.aiim.org