



## Managing Document Capture Operations for the Insurance Industry

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### Introduction

For most insurance companies, Enterprise Content Management (ECM) applications represent the backbone of many critical business processes, including new application set up and processing, claims servicing, funds switching, invoicing and accounts payable. As a result, most IT Departments expend tremendous resources to ensure that these applications deliver consistent and optimal service levels to the end-users and other business processes that rely upon them.

While organizations have a variety of traditional monitoring and systems management tools that are used to instrument the network, server, and systems software that support these applications, most enterprises still lack visibility into the specific ECM application components, processes and end-user experience to deliver consistent service levels and rapidly respond to issues before end-users are impacted. They also typically lack intraday operational views of critical KPI's necessary to manage the day to day capture environment.

Additionally, ECM administrators will confirm that it is difficult, expensive, and time-consuming to deploy these traditional solutions to support their ECM implementations. Lastly, because many of the specific ECM application processes and data sets are not identified, exposed, or easily accessed by these legacy solutions, IT administrators using these tools can only achieve a partial solution at best.

### The Challenge

EMC Captiva InputAccel (IA) is used for the company's document capture operations and is considered a Tier 1 mission critical corporate-wide application. Insurance documents for new accounts, health claims and accounts payable are throughout the US to 15 centralized IA servers.

The company has 3 lines of businesses utilizing document capture as a key workflow component:

- Individual Life Insurance
- Archiving
- Group Health Plans

The Group Health Plans Claims processing operations is a 24x7 operation supporting approximately 4,000 claims per day with knowledge workers globally dispersed.

The scanned documents must be accurately tagged for downstream workflow processing. Document identification is performed with OCR and outsource data entry. Since capture is the initial point of the work flow, it is imperative that the systems that support these processes be operational 24x7.

This operation is considered mission-critical and government regulations require that claims must be processed within 3 days.

### At a Glance

<p><b>Environment</b></p>	<ul style="list-style-type: none"> <li>• 3 Captiva implementations</li> <li>• 15 InputAccel Servers</li> <li>• 2 million pages / month</li> <li>• 24 million pages / year</li> <li>• 24 x 7 scanning and out-sourced data entry</li> <li>• Approximately 4,000 claims per day are processed</li> <li>• Approximately 12,000 documents per year routed to India for keying / meta tagging</li> </ul>
<p><b>Potential Business Impact</b></p>	<ul style="list-style-type: none"> <li>• Government regulations require that claims must be processed within 3 days.</li> <li>• If InputAccel is down or non-performing:             <ul style="list-style-type: none"> <li>- Outsource data entry personnel are not productive</li> <li>- Potential regulatory issues</li> </ul> </li> </ul>
<p><b>Results With Reveille</b></p>	<ul style="list-style-type: none"> <li>• Ensured the adherence to regulatory compliance</li> <li>• Drastically minimized application downtime</li> <li>• Significantly reduced application support costs</li> <li>• Reduced Mean Time to Resolution (MTTR)</li> <li>• Improved knowledge worker productivity</li> <li>• Improved Capture operations management and Capture Flow process visibility</li> </ul>
<p><b>Feedback</b></p>	<p><i>"Reveille saved approximately 30 minutes per issue which reduced our mean time to resolution to almost zero for our common issues"</i></p>



Keeping Your Promises.

If either capture or outsourced keying/meta-tagging of information is disrupted due to hung modules, or otherwise non-performing InputAccel modules in the document capture process:

- Outsource data entry personnel will not have corresponding work to perform
- The overall operation could become viewed as out of regulatory compliance

## The Solution

The company found that the existing corporate monitoring standard did not provide specific application visibility into the InputAccel environment consisting of OCR, FormWare, FormID and InScript2 technologies.

In addition, existing solutions did not have provisions for proactive repair functionality automatically or interactively repair application issues.

A gap also existed for objective based service level reporting and intraday operations management views to effectively manage the IA Capture Flow processes. If documents are not flowing in a timely manner, there is regulatory exposure and rework cost impact.

Therefore, to fully monitor and manage the components, and processes that support the document capture initiative, The company implemented the Reveille Management Console for Captiva InputAccel (RMCCI) .

## The Result

The company views ECM application monitoring and management as system assurance in support of regulatory compliance and customer satisfaction. The company achieves a greater return on IT investment with automatic notifications of application issues. They can better utilize their IT resources and minimize the time to identify an issue.

With Reveille, the company has:

- Ensured the adherence to regulatory compliance
- Drastically minimized application downtime
- Significantly reduced application support costs
- Reduced Mean Time to Resolution (MTTR)
- Improved knowledge worker productivity
- Improved Capture operations management and Capture Flow process visibility

“ For us, it does not make sense to pay IT to be on-call versus receiving timely notifications with Reveille on an as-needed basis

*If InputAccel modules are hung, the impact to the business is huge*

*Reveille provided us with the ability to receive notices of application issues very quickly, therefore, we experienced less down time. Our most common errors were threshold violations, queue counts and hung batches*”

## ABOUT REVEILLE

Reveille Software™ is the provider of the most widely used experience and performance management (EPM) solution for enterprise content management (ECM) applications. Used by hundreds of companies, including HSBC, Amgen and JP Morgan Chase, Reveille EPM helps companies ensure business-critical applications perform at peak efficiency and availability—without application babysitting. Reveille EPM proactively monitors user experience, application processes and business metrics to diagnose and repair failures before end-users experience delay.

Business Impact



If Captiva is Down

100's

Potential Claims in Hung Status



Unproductive Processors and Rework Costs

Regulatory Impact



Regulation Requires

3 days



To Process a Claim



Or, Face Regulatory Issues

**Reveille**  
SOFTWARE

Keeping Your Promises.

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