



Streamlining Auto Insurance Claims Center Workflow

Key Features and Benefits

FEATURES

- Seamless scanning, distribution and document management
- Access to information anywhere in the enterprise
- An enhanced ability to transform information to and from many media types—paper, fax, microfilm, and computer systems
- The ability to convert and forward incoming faxes to E-mail

BENEFITS

- Enhanced customer satisfaction and loyalty
- Faster claim service
- Reduced paper and courier expenses
- Improved Claims Call Center productivity
- Improved information security and customer confidentiality
- Immediate, attractive ROI
- Short learning curve and fast deployment, without expensive IT integration

For the auto insurance consumer, one significant criteria when selecting an insurance carrier is the quality and speed of claim resolution. Unfortunately, most consumers can't judge the claims process until they have a claim.

Insurance carriers who understand this are constantly looking for ways to shorten the claims cycle and impress the customer—at that crucial first point of contact with the Claims Center—to win customer loyalty and generate repeat business.

Canon provides an integrated solution that increases the flow of information across a range of media, including paper, digital, film, disk, and networks. It's one reason why Canon solutions are at work in 38% of Best's Top Property & Casualty insurers, as well as 27% of Best's Top 500 Life & Health insurers.

Canon Solutions for the Auto Insurance Claims Call Center

Insurance professionals, from Claims Center customer service representatives to claims adjusters, can benefit from an auto insurance company employing Canon solutions because they increase claims processing speed and decrease costs, enabling customer service representatives to devote quality time to serving the customer.

Canon digital multifunction hardware—copy/print/scan/fax/E-mail—and document management software products eliminate both paper and paper-handling activity in the claims process, and facilitate the free flow of documents between the Claims Call Center, Claims Processing, third-party service providers, and the customer.

Canon imageRUNNER™ Accelerates the Flow of Documents

imageRUNNER multifunction devices connect to your Claims Call Center representative to scan to E-mail, fax, database, or file server at the same time the paper is saved to disk. Incoming paper documents, such as customer correspondence,

police reports, photos, expense receipts, etc., are stored, secured, documented, and placed into the workflow instantly. Paper is touched once, so downstream activity can be completed efficiently using a PC to view document images. With an imageRUNNER in your Claims Call Center, reps can answer more customer calls and avoid tedious copying, faxing, and courier tasks.

Canon eCopy and imageWARE™ Improve Efficiencies

eCopy and imageWARE document management solutions integrate with Canon imageRUNNER multifunction devices, and with your existing systems and desktop applications, completing the paper-to-digital transformation.

With instant access to documents sent from Canon imageRUNNER devices to an imageWARE document management database, Claims Center representatives can answer customer questions on the spot and avoid having to put customers on hold or to call them back with an answer.

Adjusters and other professionals can work in parallel and access claim file documents at any time, while spending less time requesting documents.



eCopy integration, with Lotus Notes and MS Exchange E-mail, allows workers to scan and E-mail documents right from an imageRUNNER machine. Claim forms and customer documents can be indexed and annotated with notes, stamped with signatures, and converted to text using OCR, eliminating copying, addressing envelopes, and filing paper forms.

It's a win-win situation. The company saves on storage and copying costs while Claims Call Center representatives, adjusters, and administrative staff are relieved of uninteresting filing and paper-handling activities.

Increased Productivity

Canon imageRUNNER devices or DR-Scanners, eCopy, and imageWARE document management products deployed in your Auto Insurance Claims Center improve efficiency and productivity by converting paper documents into digital workflow. This lets you prevent paper from entering the process and makes information readily available to your staff, while securing documents easily and efficiently.
