



"Electronic records with workflow management has made our claims settlement perceptibly more efficient and has eased collaborative work and cross-departmental cooperation. The eRecords are the basis of new digital services for our customers and partners."

René Schmalen, Head of Aviation Claims, Delvag Versicherungs-AG



COMPANY Delvag Versicherungs-AG

TOPIC Electronic claims records with workflow-supported settlement process with Doxis4 BPM

INDUSTRY Insurance

EMPLOYEES 310 (group-wide)

PREMIUM VOLUME >70 million euros (gross)

HEADQUARTERS IN Cologne, Germany

INTEGRATION MS Office, MS Outlook, special application "SMS" for claims management

PROJECT SCOPE Germany

Delvag Albatros

Die Versicherungsspezialisten der Lufthansa Group

CHALLENGES

- The growing business volume necessitated a measurable increase in efficiency in claims settlement
- Close technical link between ECM and portfolio management system needed to avoid redundant data maintenance and retention
- From the very beginning, the employees had very high expectations of the technical solution

TARGETS

- Create a basis for digitalization in the company
- Boost efficiency with electronic document management and support for processes with electronic workflows
- Make claims processing as paper-free as possible
- Create a technical basis for Delvag's new digital offers

SOLUTIONS

- Company-wide ECM on one technological platform
- Electronic claims records
- Workflow-supported inbound mail processing
- Workflow-supported settlement process for claims
- Payment release process with sample audits
- Audit-proof archiving

PROJECT OVERVIEW

Delvag Albatros
Die Versicherungsspezialisten der Lufthansa Group

STARTING POINT

Increased business volume at Delvag Versicherungs-AG, an insurance firm of the Lufthansa group for air travel, transport and reinsurance coverage, necessitated a measurable boost in efficiency in claims settlements, among other things. The heterogeneous records management system – part paper-based, part electronic – was to be replaced by a uniform digital record solution; business processes were to be supported primarily by workflows. The first step was to optimize processes in claims management. In the future, further processes in the various company areas will also be supported and cross-area collaboration improved. The goal is to tap the automation potential, if it makes business sense. The basis for this is a scalable and functionally adjustable ECM platform that can be rolled out in other areas of Delvag. ECM solutions are technically deeply integrated with the leading portfolio management system to avoid redundant data maintenance and retention.

WHY SER

- SER's extensive project experience
- Broad scope of the Doxis4 iECM suite
- Standardized interfaces to integrate with specialized procedures in insurance and elsewhere

SOLUTIONS

Doxis4 archive, DMS, eRecords, BPM, inbound center, full-text search

INTEGRATION

MS Office, MS Outlook, special application "SMS" for claims management

DOCUMENT VOLUME

Approximately 1.8 million documents with 570 GB storage and around 173k eRecords

USERS

70 Doxis4 workplaces

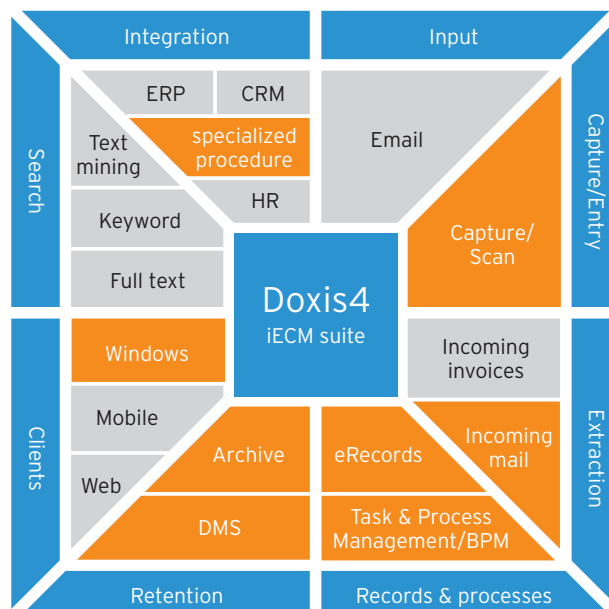
IMPLEMENTATION

- May 1, 2016: eRecord solution launched to manage claims records; comprehensive payment release process (incl. sample audits)
- Workflow-supported inbound mail processing incl. emails. Inbound documents assigned to records throughout case processing with the BPM service
- Workflow-supported deadline management, e.g. for recourse cases
- 2017: Launch contract records for aviation and transport insurance
- Roll-out: In the mid-term, entire company is to work with eRecords. The overarching processes should be digitally represented in the system

BENEFIT

- Efficient claims processing
- Claims documents easier to use, e.g. while traveling or at customer appointments
- **Highlight:** The users have greater security in task completion and are encouraged to stick to the process, because the BPM engine and the available interfaces allow (partial) automation of processes

Doxis4 MODULES



Doxis4 modules used by Delvag Versicherungs-AG are highlighted in orange