



The introduction of Dosis is step one of our automation strategy with the end goal of resolving customer inquiries cost-effectively and in high quality.



● BEST PRACTICE

Company	Stuttgarter Lebensversicherung
Topic	Automation – intelligent input management
Industry	Insurance
Employees	Approx. 700
Annual written premiums	27 billion euros
Headquarters	Stuttgart, Germany
Integration	Customer database (in-house)
Project Scope	Germany

Challenges

- Capture large volumes of heterogeneous inbound documents
- Outdated IT landscape
- Time-consuming and cost-intensive workflows, especially in the mail office

Targets

- Lighter employee workloads through process automation
- Improved quality of inbound mail processing as a requirement for downstream automation
- Business process classification and metadata extraction

Solutions

- Replacement of the legacy input management system
- Improved recognition and classification of inbound mail using the Dosis Classification & Extraction Service
- Audit-proof handling of inbound documents

Project overview

Starting point

Founded in 1908, Stuttgarter Lebensversicherung (SLV) offers private and corporate pension plans, income and risk protection, and accident insurance coverage. Their goal: customer-centric service without compromise. While speed and premium quality are a given for the insurance provider – this was not the case for its outdated input management system. It lacked key functions that are not only required for automated inbound mail processing, but which also form the basis for automating core downstream processes. With Doxis, SLV has laid the foundations for future automation projects and now can also simultaneously improve input management quality and reduce lead times.

Why SER

- Industry expertise and references
- The Doxis platform's flexible extendibility options, including archiving, eFiles, workflows, invoice processing and much more
- Best price-performance ratio

Solutions

- Doxis Classification & Extraction Service with learning classification, workflows

Document volume

- 700,000 documents with 250 document types and a total of 3.5 million pages per year

Users

- 15 (all in the indexing department)

Implementation

- **2020** Tender process followed by selection of the SER Group from 8 vendors
- **January 2021** First steps to replace the legacy system and begin the testing and training phase for the Doxis Classification & Extraction Service
- **June 2021** Inbound mail automatically indexed by Doxis: post-processing of the policy number only required for around 5% of documents; Barcode recognition (30% of all documents) rate improved to 99.4%; Doxis audit-compliantly documents the entire input process
- **By December 2021** Optimizations to inbound email and the integration of online portals and web forms; intelligent classification, structured further development in the DMS

Benefits

- Enhanced service quality and faster response times
- Automation compensates for shortage of specialists and frees up employees' capacities
- Inbound mail solution is a prerequisite for downstream automation

Used Doxis Modules

