Leading Insurer

Case Study

TUNGSTEN
AUTOMATION

GENUS
TECHNOLOGIES

Leading Insurer Streamlines Manual Check Processing by Moving Up to Tungsten TotalAgility®

This leading insurer protects customers across North America. Many customers prefer to pay for their policies by mailing checks, which created substantial manual data-entry work for the insurer. To solve the challenge and accelerate deposits, the insurer turned to its long-term technology partner and certified Move Up consultant Genus Technologies to upgrade to TotalAgility. The new automated process enables the company to process checks six-times faster while eliminating hours of manual re-keying and improving operational efficiency—delivering full return on investment in under two years.

6x

Faster Check Processing by Upgrading to TotalAgility

90%

Of Checks Matched Automatically by Upgrading to TotalAgility

1.5

Years for Full Return on Investment in TotalAgility

"Working with Genus Technologies, we configured TotalAgility to automatically match 90% of paper checks to the correct policies, enabling the team to manage the process efficiently."

Spokesperson,
Leading insurer

Challenge

This leading insurer offers a wide range of products to help protect customers across the U.S. and Canada. While the insurer offers customers the option of sending documentation and payments via digital channels, many prefer to send physical checks to pay their premiums. This created a significant amount of manual processing work for the business.

"Whenever we work with Genus Technologies, we always feel confident that they will be there to support us, no matter what."

Spokesperson,
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For many years, the insurer used Tungsten Capture™ to help extract information from inbound documents and bring the data into its business systems. However, processing customer payments still relied heavily on manual data entry.

"Our customers submit a variety of paperwork to us, including policy payments, and processing these checks relied heavily on manual effort to manage fluctuating volumes," says a spokesperson for the insurer. "Our teams needed to re-key the checks a minimum of three times to process the payment, which increased the risk of human error. Moreover, managing peak volumes through manual processes added significant operational complexity and cost. Processing the payments required many hours of repetitive manual re-keying each year."

With its legacy accounting platform approaching end of life, the insurer saw an opportunity for a fresh approach to check processing.

"We wanted to make check processing more consistent and less labor-intensive, allowing our employees to focus on more engaging and meaningful work," says the spokesperson. "Our many years of success with Tungsten Automation convinced us that automation was the way forward."

Solution

The insurer approached its long-term technology partner Genus Technologies to help automate check processing. A Tungsten Titanium Partner with over 25 years of experience, Genus Technologies helped the company transform its approach by moving up from Tungsten Capture to Tungsten TotalAgility.

John Peters, Account Manager at Genus Technologies, says: "While Tungsten Capture had served the insurer well, it lacked the workflow capabilities they needed for this project. TotalAgility offers support for content-heavy workflow automation straight out the box, as well as strong security and compliance capabilities and a full audit trail."

The spokesperson for the insurer adds: "We felt confident that TotalAgility would evolve with us and would be easy to maintain in the long term."

A certified TotalAgility Move Up consultant with more than 20 successful upgrades, Genus Technologies brought a proven methodology to the project. The company worked closely with the insurer's IT and check processing teams to help deploy TotalAgility, develop the new integrations and workflows, and coordinate training and change management activities.

The new solution simplifies intake so paper checks can be scanned quickly and consistently as part of a streamlined workflow. TotalAgility automatically captures the key data and performs validation checks to match each payment to the correct policy. Via an integration with Deposit21, the solution transmits each check image to the insurer's bank and stores a digital copy with the insurer for long-term retention.

To enable a seamless transition to the new way of working, the insurer ran the former manual process and new automated workflow in parallel during the final third of the project. This allowed the company to train its teams and to validate the accuracy and reliability of the solution.

"The Genus Technologies team is great at listening and always willing to share recommendations and best practices," says the spokesperson. "It's a true partnership. Whenever we work with Genus Technologies, we always feel confident that they will be there to support us, no matter what."

"The entire end-to-end process, including taking the check out of the envelope and scanning it in, takes less than a minute: six-times faster than before."

Spokesperson,
Leading insurer

BENEFITS

- Six-times faster check processing
- Saves many hours of manual re-keying each year, reducing costs
- Boosts cashflow with same-day check deposits
- Offers real-time reporting and cash-flow analysis

Results

With TotalAgility streamlining and automating check processing, the insurer has significantly reduced reliance on manual processes by enabling automation to absorb peak volumes. Today, the process runs efficiently and consistently, even during the busiest periods, saving many hours each year.

"Previously, it took up to 20 people to handle check processing," says the spokesperson. "Working with Genus Technologies, we configured TotalAgility to automatically match 90% of paper checks to the correct policies, enabling the team to manage the process efficiently. The entire end-to-end process, including taking the check out of the envelope and scanning it in, takes less than a minute: six-times faster than before."

The Tungsten Automation solution also makes it fast and simple to process the small number of checks that cannot be automatically matched to policies.

"In the past, matching up payments was often a time-consuming process that involved deep-dives into our mainframe environment," explains the spokesperson. "Today, our teams can do all the necessary research to match checks with payments without ever leaving TotalAgility. Even during our busiest periods, we can submit checks to the bank on the same day we receive them: a full 24 hours faster than before."

Through full integration with Deposit21, the Tungsten solution equips the insurer's finance team with granular, real-time reporting. "TotalAgility makes our accounting, reporting and reconciliation processes cleaner and easier," says the spokesperson. "Built-in treasury reporting capabilities in TotalAgility are particularly useful, as re-writing our legacy treasury platform to extract that data would have been complex and costly. Improved visibility of deposits also reduces the risk of policies lapsing because of late payments, which helps enhance the customer experience."

Crucially, TotalAgility provides a full audit trail. "We have a complete record of who did what and when," confirms the spokesperson. "Moving to a digital process eliminates the need for us to retain paper copies of checks, which helps reduce our physical storage costs. TotalAgility will also allow us to use the latest AI capabilities to automate other document-heavy processes in the future."

Now in its second year of using TotalAgility, the insurer has already achieved a full return on investment. Building on this success, the insurer and Genus Technologies are exploring new automation opportunities to enhance customer experience and efficiency.

Jimar Garcia, Director of Solutions and Innovation at Genus Technologies, comments: "Moving up to TotalAgility is not just about delivering improvements to document capture; it can unlock a wealth of new possibilities and use cases, especially around AI. As our project with this leading insurer shows, moving to a modern automation platform can transform the way we work."

The spokesperson for the insurer concludes: "We're looking forward to working with Genus Technologies to explore how we can use Tungsten Automation solutions to digitize other paper-based processes."

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Jimar Garcia,
Director of Solutions and Innovation,
Genus Technologies

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow.

To learn more, visit **www.TungstenAutomation.com**

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