

# IQmfp from Informa Software

Case study: Claims processing / New policy intake



Informa's ImageQuest delivers powerful solutions for document storage and retrieval, intelligent forms processing and improved document workflow.

Informa Software is a leading developer of imaging, workflow and document management solutions.

Informa's ImageQuest products, offer organizations and departments of all sizes an easy-to-use solution for all aspects of document management, forms processing and workflow.

## Benefits and Features

- Increased office efficiency and employee productivity by providing immediate access to files and by eliminating paper faxes
- Eliminated the costs and wasted time of distributing documents manually
- Reduced hard costs associated with physical storage of documents and paper records
- Improved compliance through simple access to all necessary documents
- Integrated ImageQuest with other mission-critical applications and workflows to effect further efficiencies
- Improved customer service by ensuring fast responses to customer inquiries through easy access to electronic documents
- Reduced printing costs and power consumption

## Document Management and Workflow for CNA National Warranty Corporation

### Customer Problem

CNA National Warranty Corporation is a wholly owned subsidiary of CNA, one of the oldest and largest insurance organizations in North America. CNA is rated A (Excellent) by A.M. Best. Founded in 1982, CNA National is dedicated to providing automobile dealers with the finest programs and the highest level of service. CNA is committed to prompt processing and payment of all claims and was facing an increasing volume of claims via paper fax and struggling with the manual workflow involved in their approval and payment. Due to a corporate consolidation, the claims processing office lost its onsite file storage room.

### Informa Solution

Informa Software deployed ImageQuest document management, IQforms and IQworkflow. ImageQuest document management is the repository for both new warranty contracts as well as processed claims. IQforms scans and captures key index information from each new contract with minimal human intervention and stores the documents in ImageQuest for easy retrieval. ImageQuest and IQworkflow form the basis of the solution for claims processing. All inbound faxes are routed electronically to a queue which is monitored by claims auditors. IQworkflow allows the auditors to annotate and otherwise validate a claim for payment and automatically for the claim to accounts payable.

### Business Results

- Eliminated at least four fax machines and the need to print several thousand pieces of paper each day
- Improved productivity of claims auditors through the elimination of paper processing in favor of a purely electronic workflow
- Replaced outdated manual processes with efficient, paperless document workflow
- Reduced costs by using substantially less paper and storage space
- Integration with Oracle-based ERP solution allows seamless retrieval of documents without a trip to the file room across town
- Easy, straightforward implementation and training has allowed users to quickly come up to speed, fostering widespread adoption