

Case Study
Op-Heij insurance company

Op-Heij insurance company digitizes archive

Digitizing document workflows optimizes customer services





Op-Heij insurance group is a noted insurance company in the region Weert/Roermond in the Netherlands. For more than 40 years a trusted partner for companies and individuals for advise on insurances, mortgages and retirement pays.

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The challenge

- Digitalizing the archive to make it accessible and searchable for all employees and drive back the use of paper documents.

The solution

- Implementation of a Xerox MFP with ScanFlowStore software for an advanced scan functionality.

The result

- Digitalization of the archive, make workflows easier, no more lost documents, optimizing customer services and saving money.

Benefits at a glance

- Saving money by digital archiving with ScanFlowStore
- Saving space by pushing back the physical archive
- Professional support by Document House Limburg with tailor made service
- Optimize customer satisfaction through a faster customer service due to the digital archive
- Faster processing of documents
- Easy accessible and searchable archive
- No more lost documents
- Less workload for the administration department

The challenge

The insurance company Op-Heij wants to provide customers with tailored advice on insurances and insurance issues. To be able to do this properly, it's very important that they are fully aware of the personal situation of every customer. All customer information needs to be well archived and easy to retrieve. This is the first challenge Op-Heij faces.

There are also a lot of new instructions which oblige companies to keep track of files and be able to reconstruct files completely. According to these instructions it's necessary that (insurance) companies can explain their given customer advice until a year afterwards. The Op-Heij company also want to be able to give her customers the best and fast service and advice. For this reason it's also important to be able to look at advices given in the past.

In the past documents were filed in a physical archive. This archive took up a lot of space and the retrieval of documents took employees a lot of time. Customer service didn't benefit from these time-consuming processes.

The solution

Document House Limburg advised the Op-Heij insurance group to acquire a Xerox MFP with ScanFlowStore. This solution enables all documents to be scanned and stored directly behind the correct account on the network. The documents are made text searchable by ScanFlowStore. This way documents can always be easily retrieved by doing a simple search on every word or character.

Employees can open the correct documents directly on their computer when they are helping a customer on the phone. By doing so they can advise and customers fast and efficiently. Also documents that are coming in digitally are converted into text searchable PDF files and stored in the correct repository by ScanFlowStore. ScanFlowStore software is very easy to use and all employees can get to work right away. At the moment a couple of trainees are scanning all old files with ScanFlowStore.

The Op-Heij group always receives the last interest information by fax. These documents need to be sent to the salespeople in the field as soon as possible. With ScanFlowStore the faxes are scanned and sent to sales with one press off a button in order to keep them properly informed at all times.

The big advantage for Op-Heij consists mostly in the easy retrieval of digital documents on the network for all employees. Op-Heij also saves a lot of space which can be used for other purposes. And as a result of the digital archive the customer service has improved sufficiently.



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