Paper Is Down and Satisfaction Is Way Up

OwnerGUARD digitizes insurance claim forms, shaving turnaround times by 47% and saving thousands monthly on paper, toner and storage.

XEROX® DOCUMATE® DEPARTMENTAL SCANNERS

We offer award-winning document capture solutions for personal, departmental and production applications. Xerox® scanners unlock the data in routine, daily paper documents to enable today's connected, digital workplace. Our software-driven hardware solutions provide the onramp to digital transformation.

Xerox® DocuMate® departmental scanners provide high performance and great value for large workgroups. Visioneer's exclusive OneTouch software, Acuity image enhancement and DriverPLUS technology provide unparalleled simplicity, performance and integration.

Visit **www.xeroxscanners.com** to learn more.

THE CHALLENGE

OwnerGUARD is a San Diego-based insurance administration services company that represents underwriters. They process applications and claims after car accidents. Our client receives 2,500 to 3,000 pages of paper a day—mostly by fax, and some by mail. They used to print every document, walk it through the office and manually store it.

This slow process caused delays in customer service and dips in employee productivity.

Employees spent up to three hours a day searching for information they needed to process claims.

With so much new paper inundating their office, our client stored old paper—older than three years—in a warehouse offsite. Their goal was to eliminate overhead costs of document storage and streamline processes.

THE SOLUTION

With four Xerox® DocuMate® departmental scanners and Xerox® DocuShare® document management software, OwnerGUARD is eliminating paper and automating claims processing.

The departmental scanners capture up to 80 duplex images per minute through the high-speed, automatic document feeder (ADF), and can scan nearly any document on the flatbed. The bundled DocuShare software includes autoexposure and wide angle deskew, and improves the accuracy of optical character recognition.

Our solution automatically converts every faxed or snail mailed document into a text-searchable PDF and routes it to the correct destination. The DocuShare system sits atop a Microsoft SQL database, making retrieval quick and easy.

THE RESULTS

By turning hard copy forms into easy-to-manage digital files, OwnerGUARD now processes claims quicker. Turnaround times are 40% faster, and customer satisfaction is up thanks to shorter customer response times. They also improved employee productivity now that claims analysts can access information immediately—no more wasted time spent digging through paper files.

Now OwnerGUARD saves between $8,000 and $10,000 per month on paper and toner costs, and they're operating in a more environmentally responsible way. Using DocuShare's online archive, OwnerGUARD plans to completely eliminate its offsite document warehouse, saving a projected $12,000 over three years on hard copy storage costs.

Visit **www.xeroxscanners.com** to evaluate our scanners or connect with a salesperson.

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