

# Paperless Claims Processing

## Business Challenge

Our client, an insurance firm that provides personal, automobile and homeowners insurance across Canada desired to optimize their investment in IBM ECM software and Guidewire. They had an ambitious goal in mind to leverage these technologies to become a completely paperless company. They requested Pyramid Solutions' Guidewire expertise and assistance to develop an ECM strategy in pursuit of this goal.

## Solution

To help our client accomplish this goal, we first concentrated on the claims process. We expanded IBM Datacap capture technology across all incoming channels to create a single standard capture path including email. The solution also improved security for individual documents and folders and enhanced user desktop views and document searching capabilities. This helped users find and display documents by interfacing with IBM FileNet P8, IBM Datacap and Guidewire ClaimCenter.

In addition, we generated subscription workflows that automatically inform Guidewire ClaimCenter when a new document arrives. This capability makes it so users can click on a direct link to view documents and claims folders from their desktop.



## Technologies Used

- IBM Datacap
- IBM FileNet P8
- IBM Content Foundation
- Guidewire ClaimCenter

## Objectives Achieved

- Optimize content management processes within Guidewire
- Improve overall claims process efficiency
- Create a platform for an enterprise system
- Reduce operational costs

