

Success Story

Outsourcing document processes underwrites business success

Leading Insurance Company



Ricoh provides outsourced document services for a leading Fortune Global 500 insurance company. Ricoh processes more than 60 million documents a year for the insurer, using closed loop production systems which eliminate business risk. Outsourcing mission critical document processes to Ricoh improved customer service levels and reduced costs.

Mission Critical Documents

Documents are the lifeblood of the insurance industry. From promotional letters to application forms, policy documents, invoices and claim forms, each and every document has a legal implication. Whilst distribution and receipt of these documents is a non-core activity, effective management of related document processes is mission critical.

Ricoh's customer, a Fortune Global 500 insurance company, was keen to outsource document intensive business processes. By establishing a partnership with a trusted third party supplier, the insurer expected to improve process efficiency and enhance customer service levels whilst minimising costs. Given the mission critical nature of the documents, the service had to be securely managed and risk-free.

Transforming Document Processes

A detailed consultancy established the need for a two-phase approach. In the first phase, Ricoh provided a 'lift and shift' solution, ending the insurer's reliance on in-house services by moving production to Ricoh's own document centre. In the second phase, Ricoh developed the document processes, improving their efficiency and adding additional services.

Ricoh processes more than 60 million documents every year for the insurance company. Services have been developed to include closed-loop print and distribution with page level reporting, and the capture and forward distribution of inbound documents. Ricoh's solution has transformed the insurer's document processes, improving customer service levels and reducing costs.

Customer Objectives

- Outsource document management
- Improve process efficiency
- Enhance customer service
- Eliminate business risk
- Migrate to digital service

Ricoh's Solution

- Document management consultancy
- Interim 'lift and shift' solution
- Asset and labour management
- Guaranteed service levels
- Ongoing service development

Process improvement mitigates risk

“We have a customer focused business with mission critical document processes. Optimising document processes has improved customer service levels and eliminated business risk. Ricoh’s service-based approach is saving us money and driving improved shareholder return.”

Executive Sponsor, Fortune Global 500 Insurance Company

Improving Customer Services

Ricoh provides document services for a number of leading banks and insurance companies. Ricoh leveraged its knowledge and expertise of the financial sector to provide a robust print and distribution service for the insurer and develop additional document services which add value, improve efficiency and ensure compliance.

In the initial implementation phase, the insurer’s in-house print and distribution service was outsourced to one of Ricoh’s external document centres. In addition to the provision of print and distribution services, Ricoh helped the insurer manage labour and asset issues related to the closure of its in-plant facilities.

Working with the insurer, Ricoh continued to develop services. Automation improved the speed of production and the introduction of closed loop processes, such as lot check control, eliminated errors and provide a compliant page-level audit. Accurately compiled document packs are dispatched faster, improving customer satisfaction levels.

Mitigating Business Risk

Helping the insurer to reduce external print costs, Ricoh established a secure intranet portal through which a variety of competitively priced print services, such as brochure and poster printing, can be ordered. The portal allows users to submit documents electronically to the print centre, proof them online and track production.

Ricoh also provides digital mailroom services for the insurer. Inbound documents are validated and uploaded to the company’s management information system, reducing the business’s reliance upon cumbersome paper-based records. The original hard copy documents are archived upon receipt. The digital record is easily accessible, improving access to information capital.

End-to-end service integration is delivering real business advantage. Business risks have been mitigated and customers are receiving a better service. Ricoh’s support has improved business agility. With Ricoh ably managing mission critical document processes, the insurer is able focus internal resource on strategic development.



Service Improvements

- Accurate documentation
- Faster dispatch
- Inbound mailroom services
- Digital document archive
- Virtual on demand print facility

Business Advantages

- Enhanced customer satisfaction
- Robust error-free process
- Compliant audit trail
- Significant cost savings
- More accessible information

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