

Document Solutions for Insurance

Worldwide Insurance Company works with MTS Software Solutions Resulting in an Automated Payment Process and Imaging System

Summary

A worldwide insurance agency based in Wilmington, Delaware provides car, home, and travel coverage to people all over the world. This company is membership based and handles new applications and renewal requests in the thousands every day. MTS Software Solutions provided them a way to automate all of their check deposits and installed an imaging system to allow for a paperless company.

Challenges

- Difficult to organize all paper applications
- Had to process checks manually
- Overwhelmed with paper files and documents

Why Fortis with MTS Software Solutions?

- Automates payment processing and check scanning
- Indexes all scanned documents and populates pertinent fields
- Enables all forms to be on-line and customer friendly

Solutions provided by MTS Software Solutions

- MTS was able to provide in-house scanning of back-logged information and install check capture and deposit software that automates workflow
- Customer service is provided along with service on all hardware that was installed

ROI

- Decreased paper files and documents by digitizing them
- Decreased overhead costs by eliminating storage of paper
- Improved workflow by increasing the speed of payment
- All information is more secure and backed up on a digital format

“For over 100 years we have been providing insurance to the world and as technology advances, we have to advance to stay atop the insurance landscape. By installing check scanners and a software system to automate our workflow, the renewal and membership checks get deposited more quickly, and our customers get insured faster. We were also able to scan all of our documents which allowed us to save costs on storage.”

– Company spokesperson