

## Document Solutions for Insurance

### Large Insurance Company benefits from MTS Software Solutions Resulting in an Expedited Automated Workflow

#### Summary

A national insurance agency that focuses on the country's veterans was overwhelmed by the length of time it took to satisfy the needs of their consumers. The sheer size of the organization forced them to find a way to solve their challenges and make it easier for their customers to access their claims faster. MTS Software Solutions was able to implement a solution that solved all of the problems.

#### Challenges

- Overwhelmed with paper files and documents
- Took weeks to months to process the number of claims that were received
- Physically collected checks and had to process them manually

#### Why Oracle with MTS Software Solutions?

- The Oracle software allows for automated workflow
- After all documents are scanned, the Oracle system can instantly recall all documents in an organized fashion
- The time it takes to process claims goes from months to days because all information can be accessed from one location

#### Solutions provided by MTS Software Solutions

- MTS has all components that a company of this size needs
- MTS provides the hardware, the software, and the service that solve each challenge
- MTS's staff has the knowledge and the skill to install, implement, and service a client the right way every time

#### ROI

- Decrease the amount of paper files and documents
- Decrease the time it takes to process claims
- Decreased overhead by cutting some employees
- Increases security within the company and aids in the compliance of all laws regarding personal information

*"Our company provides insurance for those people who provide insurance for the American people. We need to make sure our processes are expedient and organized. MTS Software Solutions was able to evaluate our needs and provide us with a solution that answered the call of duty. Their staff was able to teach us how to use our system and allow us to serve our customers the way they deserve to be served"*

– Company spokesperson