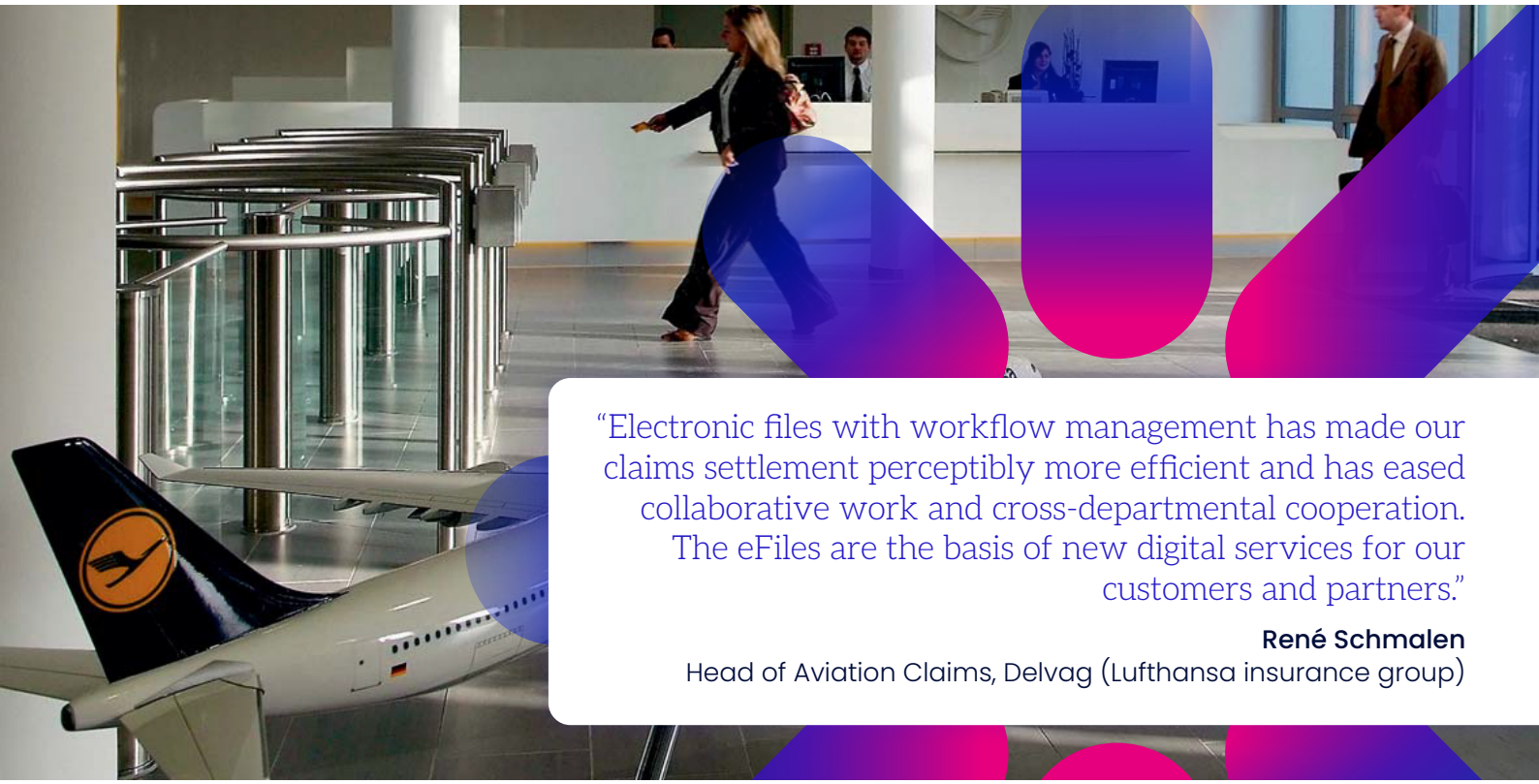


> "Electronic files with workflow management has made our claims settlement perceptibly more efficient and has eased collaborative work and cross-departmental cooperation. The eFiles are the basis of new digital services for our customers and partners."
>
> **René Schmalen**
> Head of Aviation Claims, Delvag (Lufthansa insurance group)

Delvag Albatros
Die Versicherungsspezialisten der Lufthansa Group

Company	Delvag (Lufthansa insurance group)
Topic	Electronic claims files with workflow-supported settlement process with Doxis BPM
Industry	Insurance
Employees	310 (group-wide)
Premium volume	>70 million euros (gross)
Headquarters	Cologne, Germany
Integration	Microsoft 365, SMS claim management tool
Project scope	Germany

Challenges

- Growing business volume called for a measurable efficiency gain in claims settlement
- ECM had to integrate tightly with the portfolio management system so data wasn't maintained and stored in two places
- Employees had high expectations of the solution from the start

Targets

- Create a basis for digitalization in the company
- Boost efficiency with electronic document management and support for processes with electronic workflows
- Make claims processing as paperfree as possible
- Create a technical basis for Delvag's new digital offers

Solutions

- Company-wide ECM on one technological platform
- Electronic claims files
- Workflow-supported inbound mail processing
- Workflow-supported settlement process for claims
- Payment release process with sample audits
- Audit-proof archiving

Project overview

Starting point

Delvag Versicherungs-AG, the Lufthansa group's insurance firm for air travel, transport and reinsurance coverage, saw rising business volume that called for a measurable efficiency boost in claims settlement. Its mixed file system, part paper, part electronic, needed replacing with one uniform digital file solution, with business processes supported mainly by workflows. The first step was to streamline claims management. Later, other company areas will gain the same support and cross-area collaboration will improve. The goal is to tap automation potential wherever it makes business sense. This runs on a scalable, functionally adaptable ECM platform that can roll out to other parts of Delvag. ECM is deeply integrated with the core portfolio management system to avoid redundant data maintenance and retention.

Why Doxis

- Extensive project experience
- Broad scope of the Doxis' ECM suite
- Standardized interfaces to integrate with specialized procedures in insurance and elsewhere

Solutions

- Doxis archive, DMS, eFiles, BPM, inbound center, full-text search

Integration

- Microsoft 365, SMS claim management tool

Document volume

- Approximately 1.8 million documents with 570 GB storage and around 173k eRecords

Users

- 70 Doxis workplaces

Implementation

- **May 1, 2016:** eFile solution launched to manage claims records; comprehensive payment release process (incl. sample audits)
- Workflow-supported inbound mail processing incl. emails. Inbound documents assigned to files throughout case processing with the BPM service
- Workflow-supported deadline management, e.g. for recourse cases
- **2017:** Launched contract records for aviation and transport insurance
- Rollout: Over the next few years, the whole company will move to eFiles with all major processes handled digitally in the system

Benefits

- Efficient claims processing across 1.8 million documents and 173,000 eRecords, all on one platform
- Claims documents easy to use anywhere, so 70 Doxis users can pull what they need while traveling or in customer appointments
- Greater security in task completion, with the BPM engine and interfaces driving partial process automation that keeps everyone on the standard process

Visit our website to learn more:

www.doxis.com