DOXIS



"The number one strategic target of DEVK is customer satisfaction. We can only achieve this if we are fast and able to provide information on demand."

Markus Schiffer,
Project Manager,
Department of Project and Portfolio Management, DEVK

DEVK

Company	DEVK insurance
Topic	Case-oriented insurance management, from insurance applications to claims settlements
Industry	Insurance
Employees	Approx. 6,000
Revenue	Around 3 billion euros (2016)
Headquarters	Cologne, Germany
Integration	SAP, MS Office/Outlook, PARIS (in-house system)
Project scope	Germany

Challenges

- Decentralized and diverse inbound channels (mail, email, fax, online portal)
- Slow and primarily paper-based case processing with late scanning
- Lacked a solution for distributing tasks and managing processes
- DMS and archive were at their limits

Targets

- Discontinue the legacy system
- Launch end-to-end digital case processing and process management
- Ensure fair employee capacity utilization through automated and cross-location case assignment
- Find a future-oriented, extendible software solution

Solutions

- Archive, DMS and workflow-supported case processing
- Electronic workbaskets
- Digital records for claims, policy holders, contracts, debt collection and mopeds
- Integration of SAP Business Workplace and SAP FI/CO

Project overview

Starting point

DEVK's top strategic goal is customer satisfaction, and that only happens with fast processes, lean resource use and high service quality. Rather than stick with complex paper-based casework, DEVK went all-in on end-to-end digital case processing. Doxis now runs across every business division. With automated inbound mail processing, Doxis eFiles and workflow support, DEVK has made digital, case-oriented insurance management a reality. Regional locations put their capacity to full use, processing times drop, and policy holders get the best possible service.

Why Doxis

- Doxis's precise analysis of requirements and goals of DEVK
- Close partnership focused on the requirements throughout all project phases
- Future-oriented ECM software

Solutions

- Automated inbound mail processing
- Workflow-supported digital case processing
- Electronic records for claims, policy holders, contracts, mopeds and debt collection

Integration

- SAP Business Workplace, SAP CM & SAP FI/CO, PARIS (in-house system), MS Office/Outlook, GDV interface, DOM/Dope (correspondence system), further host insurance division systems

Document volume

- Approx. 400 million documents, 432 document types, 62 million records

Users

- 2,700 in-house staff, 3,000 sales force,

  35,000 for the web portal "MeineDEVK"

Implementation

- **Project start 2011:** Introduction of case-oriented processing for the Claims/Legal Protection divisions with automated inbound mail processing
- **2012–2013:** Launched electronic claims files for the Claims division with SAP Claims Management built in, and migrated the legacy archive: around 250 million documents for 3,000 users
- **2013:** Introduced digital files for contracts, debt collection, mopeds and policy holders, with workflow links to Property, Liability, Accident and Car, Debt Collection, Legal Protection, Life and other divisions
- **2014–2016:** Connection to legal and tax department, sales; integration of SAP FI/CO in purchasing
- **2018:** Completed the division rollout, and introduced personnel files in HR plus eRecords for the Monega division to archive phone consultations (call recordings under MiFID II)

Benefits

- Direct, location-independent search across 400 million documents and 62 million records, so employees find previous claims, open cases and policy contracts in seconds
- Immediate access for 40,000+ users spanning in-house staff, sales force and the MeineDEVK web portal, improving service for policy holders
- Transparent, fast and cost-effective processes support daily claims settlements across every business division

Visit our website to learn more:

www.doxis.com