

Creating High-Fidelity, Searchable Claims Files

By using Adlib PDF, this insurance organization was able to create searchable claims documents and integrate their rendering solution with EMC[®] Documentum[®].

THE CHALLENGE

A mutual insurance company that provides financial services to customers worldwide was looking to improve their claims processing with custom functionality. Their business units and credit unions send claims documents via email to a fax number which they then need to convert to TIFF. This results in poor quality documents with no searchability.

They were faced with a number of unique challenges. This organization needed to:

- Replace the current solution which was converting the faxes to TIFF, and then sending them to a watched folder
- Improve the quality of rendered documents
- Create high-fidelity files
- Ensure rendered files were searchable

THE RESULT

Adlib integrated with EMC Documentum and created high-fidelity, searchable claims documents, improving the quality of this insurance company's claims process. They were able to successfully replace their current solution with Adlib PDF, and create high-quality claims files.

By using Adlib PDF, this insurance organization was able to achieve a number of benefits:

- Provision of a high-fidelity solution which integrated with EMC Documentum
- A custom Helper Application to extract and crop images from the body of the emails and then to further convert the converted PDF to a TIFF
- Use of advanced OCR functionality to render the cropped images from emails text-searchable

Advanced Rendering enabled this international mutual insurance company to streamline their claims process by creating high-fidelity, searchable documents.

THE INDUSTRY

Insurance



THE SYSTEMS

EMC²

THE DOCUMENTS

CLAIMS DOCUMENTS AND EMAILS

WHAT IS ADVANCED RENDERING?

Advanced Rendering technology takes basic document-to-PDF conversion to a higher level by integrating into the most commonly-used Enterprise Content Management (ECM) systems and automating the conversion of content from multiple sources into more manageable and usable formats to enhance documents at each of the 4 stages of the document lifecycle: capture, manage, archive and deliver.

Adlib PDF Enterprise is the next-generation of Advanced Rendering technology that is ideal for high-volume environments where accurate, scalable and highly-available document-to-PDF conversion and transformation services are required across the enterprise.