Adlib

Global insurance company executes digital transformation project to solve physical content migration hurdle

Challenge

One of the biggest insurance companies in the world and a customer we have worked with for years, called us with an urgent request. They had just purchased a new office space and realized that their move was imminent. They had hundreds of file cabinets containing customer information dating from as long ago as 50 years. Invoices, maintenance records, accounts receivable, employee files. Clearly all of this could not be transported at the time of the move. They had calculated that to input the paper manually and digitize would take 9,000 days and $22 million.

- Millions of pages of customer data was unsearchable & in paper format

- Customer inquiries could not be responded to rapidly due to time-consuming manual search of content, thereby reducing any competitive advantage

- A physical move required urgent action as the new space could not accommodate the 50,000 tons of paper data the company currently held

- Additional off-site storage of paper was expensive to access

- Digitization was clearly and urgently required, in part due to a new, tech-saavy, young generation of workers that expected it

Future Opportunities

Expansion of digitization initiative to other business units.

About Adlib

Our purpose is to create better data that amplifies human potential and maximizes business performance. How do we get there? Our content intelligence and automation solutions make it easy to discover, standardize, classify, extract, and leverage clean structured data from complex unstructured documents. In doing so, our global customers reduce risk, simplify compliance, automate processes, and enter a whole new level of performance.

"Significant human error (up to 30%) due to manual intervention was exposed, prompting the automation of more efficient and accurate systems"

The Result

Working with Adlib's Content Intelligence platform, the company was able to drastically reduce its top two cost centres (manual labor and real estate) with effective de-duplication (51% of content was duplicate records) and classification of customer records.

- Traceability reports were created, exposing voucher numbers, invoice numbers and dates

- Significant human error (up to 30%) due to manual intervention was exposed, prompting the automation of more efficient and accurate systems

- Previously 'dark data' was exposed for content analysis

- Better collaboration through digitization was achieved

- Significant amounts of money would be saved by automating the classification of discards

- Critical customer response time was accelerated, creating competitive advantage

- Critical intelligence can now be secured from employees who leave or retire

- Better business decision making was enabled by providing clarity into data

Transform Unstructured Content into Actionable Intelligence

Schedule a demo to experience the power of Adlib

SCHEDULE A DEMO

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