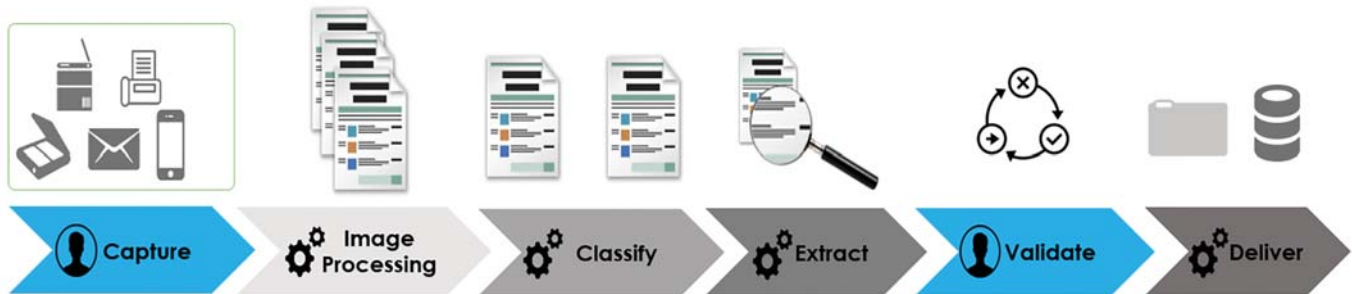


EPHESOFT SUPPORTS A VARIETY OF INSURANCE INDUSTRY SOLUTIONS FOR AUTO, PROPERTY, CASUALTY, HEALTH AND LIFE ORGANIZATIONS. THESE SOLUTIONS ADDRESS A VARIETY OF PROCESSES INCLUDING POLICY QUALIFICATION, ACCOUNT OPENINGS, PAYMENT OPTIONS, CUSTOMER ENGAGEMENT, NEW BUSINESS UNDERWRITING AND CLAIMS PROCESSING.



INSURANCE SERVICES

- **Products** - Ephesoft Transact
- **Solution** - Insurance

RESULTS

- Accurately classify, separate and extract data from documents automatically
- Dramatically decreased manual labor costs
- Cut classification processing time while reducing errors
- Recognize ROI in months

Insurance companies are intensely data and document driven. Having access to documents as quickly as possible is critical to better customer service, while the ability to process policies, claims, and general customer correspondence faster and more efficiently is critical to profitability and sustainability. From new policies to beneficiary changes to records management, immediate access to these documents is essential to the business success.

The Challenge

These organizations are faced with the competing requirements of improving profitability while delivering world-class customer service. They are trying to manage growing amounts of information from a wide range of sources—both electronic and paper-based documents.

Insurance companies are also required to comply with an ever-increasing number of regulations, while providing critical auditable information to the business.

The Solution

Ephesoft document and data capture solutions help businesses run more efficiently, increase information mobility and respond to changes in a cost effective manner by automatically classifying, separating, sorting and extracting data from documents in paper and electronic formats. Our Smart Capture® solutions can identify the information you need without manual data entry, without time-consuming document sorting or scanning separator sheets with barcodes. Our classification and data extraction technologies allow organizations to automate and streamline document-based business processes. Ephesoft makes critical business information available to business systems and customers faster and more accurately.

Document Classification and Data Extraction

The key to any process is the data held within the documents. Manual data entry from these documents is slow, error prone and expensive. Ephesoft's data extraction can identify, extract and validate hundreds of key fields in a fraction of the time and cost of manual data entry.

During classification and data extraction, validation is available for documents that hit a low confidence threshold. If any documents or data fields are questionable, a human can interface with the process and either validate, correct or append any questionable automation results.

Extracted data can easily be normalized and sent to your Line of Business System, allowing endless data population and validation options.

Fast And Easy Implementations

Ephesoft's solution leads the competition with fewer samples required to perform classification and extraction. As few as 1-2 documents are needed compared to dozens of files with other vendors' software. This allows you to train the system in less time and naturally less cost.

Benefits

Once the capture process is complete, documents and the resulting metadata can be released into your LOB and document storage solution. Be it an off the shelf solution or custom developed application, Ephesoft's open platform provides data and document images (TIFF or PDF) that release in a format compatible with almost any back-office solution on the market today.

- **Increase the Quality of Customer Service** - Decrease time to respond to customer inquiries
- **Provide Greater Compliance** - Archive long-term centralized insurance-related documents. Quickly audit a company's records of data, from the point of entry to the final archive. Reduce penalties for non-compliance.

Ephesoft empowers Insurance companies in several ways by providing the tools for managing paperwork faster with less manual effort while pinpointing and eliminating process bottlenecks to yield higher data accuracy.

Our Smart Capture® software helps you meet stringent SLA goals, yields payback in months, not years and enables audibility and compliance review.

WHAT OUR CUSTOMERS ARE SAYING

"We have a lot of business leaders who have been here 20 years, doing things the same way. We thought pulling off a cultural change was going to be a challenge, but it turns out, once you get people engaged and excited about something, they trigger the change and you don't have to drag them along. Today, change is a way of life for people we didn't think it would be easy to convince to change at all." - Brian Gray, Managing Director of Application Development - Baldwin & Lyons

Global Headquarters

Ephesoft, Inc.
23041 Avenida De La Carlota, 100
Laguna Hills, CA 92653
United States
Phone: +1-949-335-5335
Email: info@ephesoft.com

UK/ EMEA Headquarters

Ephesoft UK Ltd.
6-8 Market Place Reading
Berkshire RG1 2EG
United Kingdom
Phone: +44 1183282620
Email: info.eu@ephesoft.com

German Headquarters

Ephesoft GmbH
Tiergartenstr. 11
35619, Braunfels
Germany
Phone: +49 6442 706 5488
Email: info.eu@ephesoft.com

Localized Italia Office

Ephesoft Italia, Srl
Piazza IV Novembre 7
20125 Milan
Italy
Phone: +39 (02) 8088 6345
Email: info.it@ephesoft.com

LEARN MORE

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