ABBYY

Leading German Insurance Broker Ecclesia Group Streamlines Correspondence Management with ABBYY Intelligent Automation

ECCLESIA GRUPPE

With more than 2,400 employees and direct written premium of 2.5 billion euros, the Ecclesia Group is the largest German insurance broker for companies and institutions and one of the leading in Europe. Leveraging ABBYY solutions, Ecclesia significantly reduced time associated with claims processing, enabling the top insurer to focus on optimizing customer service.

Accuracy was the main factor in the decision to use ABBYY. In addition, the excellent personal support and high level of commitment from ABBYY employees convinced us: they understood our needs and requirements very well and reacted quickly.

↳ Dirk Borsetzky
CIO, Ecclesia Group

Challenge

- Ecclesia experiences a growing number of documents for claims processing and customer correspondence.

- Claims operations at Ecclesia were highly time consuming, requiring extensive personnel involvement in collecting, reviewing, scanning and distributing both paper and digital documents.

- Digitized documents could only be saved as image files. This created bottlenecks during later stages of the claims process, making it difficult to keep up with customer expectations.

Solution

- Customer correspondence is now digitized and processed automatically with ABBYY.

- The ABBYY platform extracts critical data from scanned claims documents and correctly matches them with the related entry in the customer database. It then automatically routes the document to the appropriate claims manager.

- ABBYY's scalable architecture easily adapts to Ecclesia's continued growth.

Value

By leveraging ABBYY's intelligent automation platform, Ecclesia reduced the amount of human labor spent on manually inputting data. This freed employees to dedicate more time to other high-value responsibilities, such as adjudicating claims for customers more quickly.

ABBYY's solutions enabled Ecclesia to fundamentally increase efficiencies in their claims workflow:

- Enhance accuracy of document processing
- Deliver faster processing times