

Internationally respected insurance company looks to Ricoh for efficient document service

International insurance giant, Nationale Suisse, has outsourced production of insurance policies to Ricoh. Ricoh provides an in-plant service, printing and assembling complex document sets, which it mails to the insurance company's customers. Ricoh has automated document processes to improve the speed of turnaround, safeguard client confidentiality and reduce cost.

The Challenge

Nationale Suisse provides an extensive portfolio of personal and business insurance services. The company mails thousands of personalised insurance documents to its client base on a daily basis. The documents are complex. They are framed in the appropriate language and personalised to include client and product specific information.

The company had been using an outsourced service for the production of insurance policies. The service, provided by a third party supplier, was not entirely efficient. Manual processing slowed production and lead to errors with the result that document packs were not always compiled correctly or dispatched within the required timeframe.

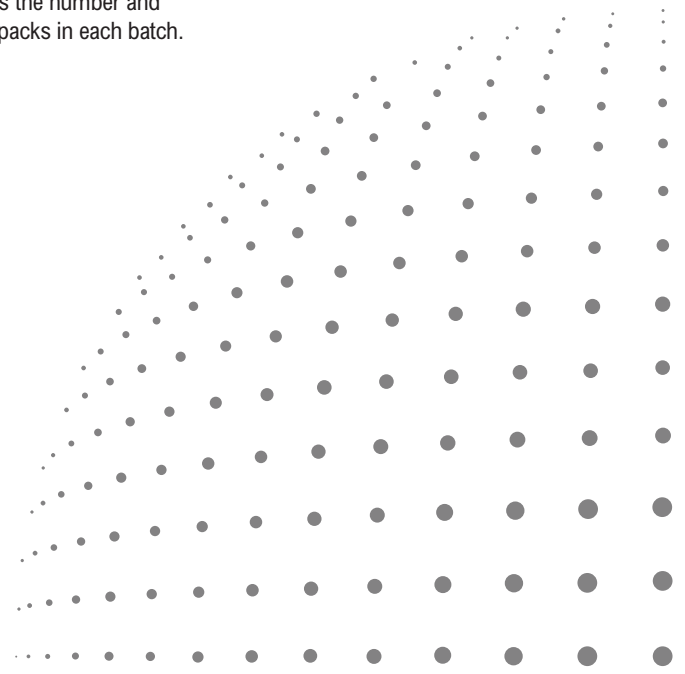
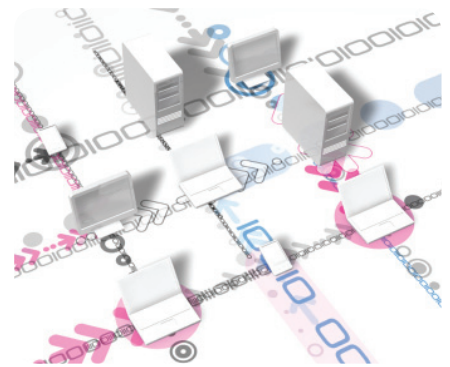
Keen to improve service levels and reduce cost, Nationale Suisse looked for a new partner. To maintain client confidentiality and provide control over the production process, Nationale Suisse wanted a managed in-plant solution. The new service provider would be expected to automate processes in a bid to eliminate errors, speed turnaround and reduce cost.

Ricoh's Solution

Ricoh was able to meet Nationale Suisse's requirement for a managed in-plant service. Ricoh assumed management of the company's in-plant operation, improving service delivery by introducing software that would automate manual processes, and upgrading production equipment so that document sets could be printed and assembled more efficiently.

Staff employed in the print room transferred to Ricoh. By retaining the existing operatives, Ricoh was able to benefit from their knowledge and build upon relationships which they had established with the customer. Under Ricoh's management, one full-time employee and one part-time employee, process tens of thousands of document packs every month for Nationale Suisse.

Documents are submitted as digital print files. A bespoke software solution, implemented by Ricoh, automatically processes inbound documents, sorting them by type and by destination before routing them to print. The software also generates a report, used by the postal service, which lists the number and weight of the document packs in each batch.



Ricoh's print room operatives assemble the document packs, adding inserts, such as plastic document wallets and sticky-backed renewal notices, before inserting them into envelopes ready for posting. Print requests submitted before 11:00 am are fulfilled on the same day and delivered to the mailing company for dispatch the next morning.

Because the document packs contain confidential personal information, access to the print room is restricted to Ricoh's print room operatives and a few authorised company employees. By processing documents electronically, Ricoh has eliminated manual processing errors, reducing the risk that confidential information will be sent to the wrong recipient.

Customer Benefits

Ricoh's document service is proving to be fast, reliable and cost-effective. Ricoh successfully compiles tens of thousands of document packs every month for Nationale Suisse, accurately assembling complex document sets which are packed, sorted and documented ready for posting at discounted mailing rates within one business day of receipt.

Automated processing and the use of more efficient print technology have streamlined production. More documents are now produced within a shorter timeframe without the need for any increase in manpower. Not only does this ensure that documents are dispatched within the agreed timeframes, it means that the print room is able to respond effectively to meet peaks in demand.

By automating document production, Ricoh has eliminated manual processing errors. All customers now receive the right information at the first time of asking, improving customer satisfaction levels. The process improvements have also strengthened data security. Accurate automated data processing helps to ensure that confidential personal information is handled sensitively.

Effective reporting systems place the insurance company firmly in control of the production process. Detailed management reports provide an overview of service levels. When required, Ricoh's print operatives can drill down using software tools and report on the progress of specific jobs. And, with the document services managed in-plant, queries can be resolved in person.

By automating processes and using more efficient technology, Ricoh has established a more reliable and cost effective service. Significant efficiency savings have been passed on to Nationale Suisse. In addition to which, by pre-sorting documents ready for dispatch, Ricoh is helping the insurance company take advantage of discounted mailing rates.

Commenting on Ricoh's service, a spokesperson for Nationale Suisse said: "We chose Ricoh for their leadership in technology and expertise in service delivery. We have not been disappointed. Automation has improved customer service levels and is saving us money. Our clients receive accurately compiled, personalised document packs earlier in the insurance cycle."



- Managed in-plant service
- Automated job processing
- Reduced process time
- Increased process reliability
- Improved process security
- Significant cost savings

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