

opentext™

Success story

Ergo Hestia

Industry

- Banking and Insurance

Solution

- OpenText™ ECM Suite,
Transactional Content Processing

Partner Support

- Atena

Results

 **Replaced paper** with digital archive

 **Easier and Faster** to all documents and information

 Higher **productivity**

 Improved **partner and customer service**

 **Increased claim handling speed** more than ten fold

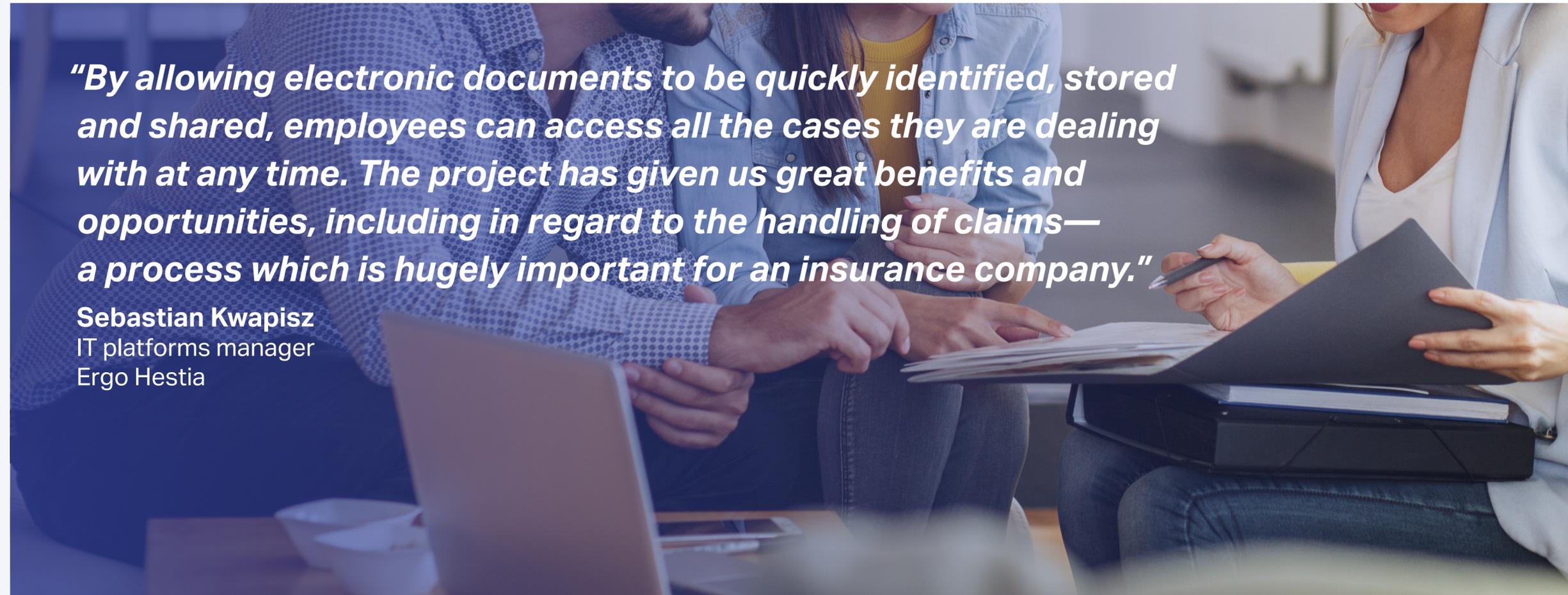
 **Faster compensation** to customers

ERGO
HESTIA®

STU Ergo Hestia increases the speed of handling of claims by more than tenfold with OpenText

"By allowing electronic documents to be quickly identified, stored and shared, employees can access all the cases they are dealing with at any time. The project has given us great benefits and opportunities, including in regard to the handling of claims—a process which is hugely important for an insurance company."

Sebastian Kwapisz
IT platforms manager
Ergo Hestia



Sopockie Towarzystwo Ubezpieczeń Ergo Hestia SA [Ergo Hestia Insurance Joint-Stock Company in Sopot] (STU Ergo Hestia) is the largest insurance company to be established in Poland's free market economy and the second biggest property insurer in the Polish market in terms of premiums. STU Ergo Hestia is an industry pioneer in the use of information technology. It was the first company in Poland to transfer its entire sales support system to the Internet and the first to create insurance e-accounts that allow customers to easily manage their insurance policies online. STU Ergo Hestia is consistently rated as one of the best at handling automobile claims in surveys conducted by TNS OBOP, Deloitte and others.

A sea of paper

A large insurer processes huge amounts of information. In the case of Hestia, this amounts to approximately 30,000 paper documents daily. Getting to grips with this sea of paper and streamlining the claims process was no small challenge: A traditional archive occupies a lot of space and finding the files you need can be time-consuming. Hestia faced this problem before it decided to introduce an electronic workflow system.

Digital images eliminate paper

The service for handling automobile claims was created by Atena Usługi Informatyczne i Finansowe (Atena IT and Financial Services) using the OpenText™ ECM Suite, Transactional Content Processing (TCP). Atena experts began work at Hestia and implemented the software in stages.

During the initial phase of the project, they analyzed the types of documents specific to insurance, such as damage inspection photographs, appraisals and invoices. Next, Atena's team of analysts, working in close collaboration with Hestia's account managers, designed a

solution appropriate to business processes at the company. The result was the first digital archive in the Polish insurance industry, eliminating the need for paper documentation when handling claims.

The solution implemented at Hestia offers storage and access to scanned paper documents, photos and images, graphics, faxes, print-outs, reports, letters and other electronic documents (in doc., xls and pdf formats). Every piece of information can be easily accessed using an intuitive interface. Information flow and processing are fully automated. Implementing the software was a major organizational challenge as the Hestia board decided that all incoming documents should be digitized. A central office was created, where contracts, application forms and invoices are scanned. Document distribution was also changed so that documents are now sent directly to the central office rather than to the company's branches.

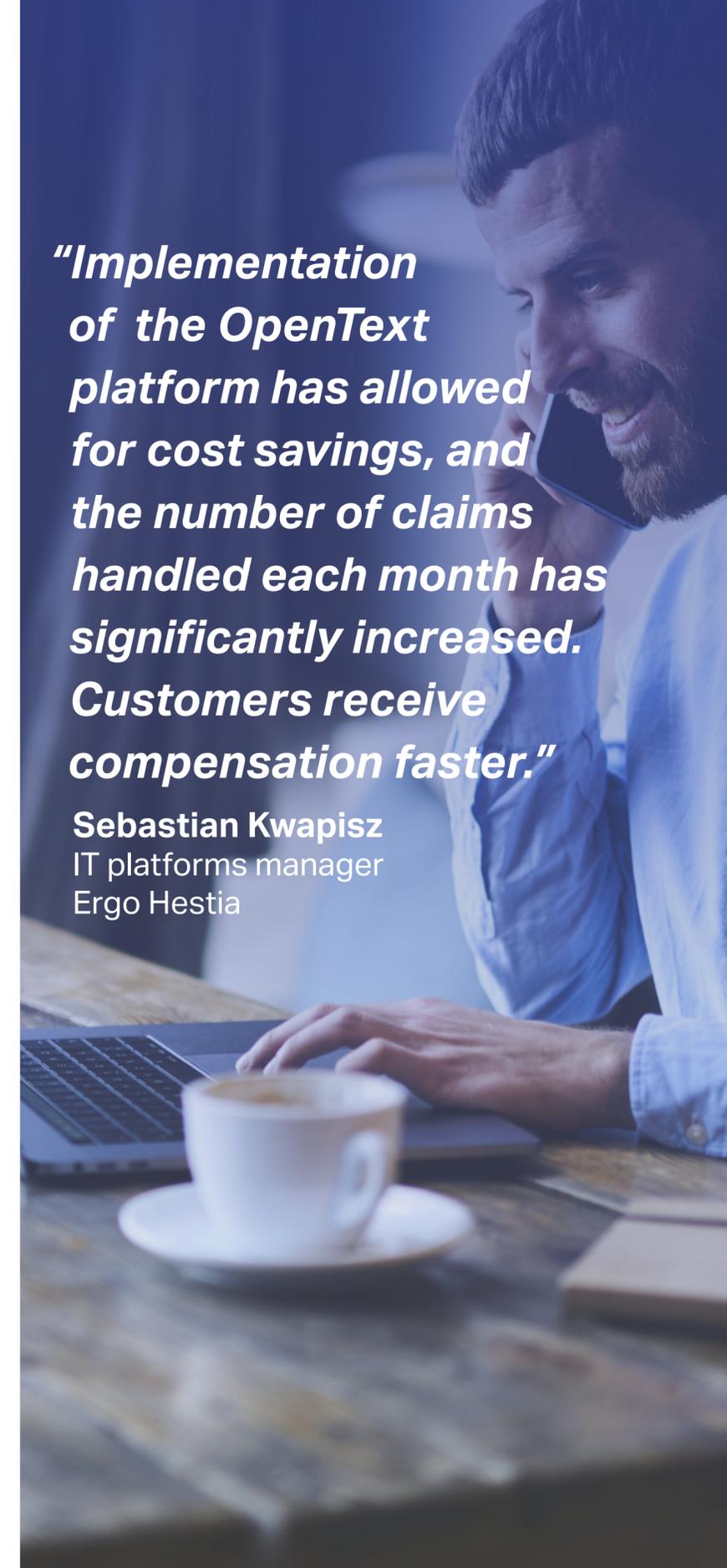
Effective work

Currently, the size of the digital archive is 15TB (as a comparison, the collection of the Library of Congress, the world's biggest library with around 70 million volumes, occupies approximately 25TB). Yet the system is in constant development and the volume of archived data is continually growing. The solution was designed in such a way that its possibilities are practically limitless because it can store up to 800TB of data. Every day, 2,350 users take advantage of the application. Some employees accustomed to traditional paper documentation were worried about the new software.

But they soon realized that OpenText tools allow you to work more efficiently. The software is very flexible and allows notes, annotations, and comments to be added to documents.

"Implementation of the OpenText platform has allowed for cost savings, and the number of claims handled each month has significantly increased. Customers receive compensation faster."

Sebastian Kwapisz
IT platforms manager
Ergo Hestia



Satisfied customers

Transactional Content Processing means more efficient information management within an organization. The system enables the right information to reach the right people at the right time. Storing business content is cheaper and safer. Even in the event of a natural disaster, the information necessary for business to continue is preserved. No less important is the improvement in partner and customer service, with quick access to documents regardless of where the user is physically located. Implementation of the platform has allowed for cost savings, and the number of claims handled each month has significantly increased. Customers receive compensation faster.

Huge acceleration

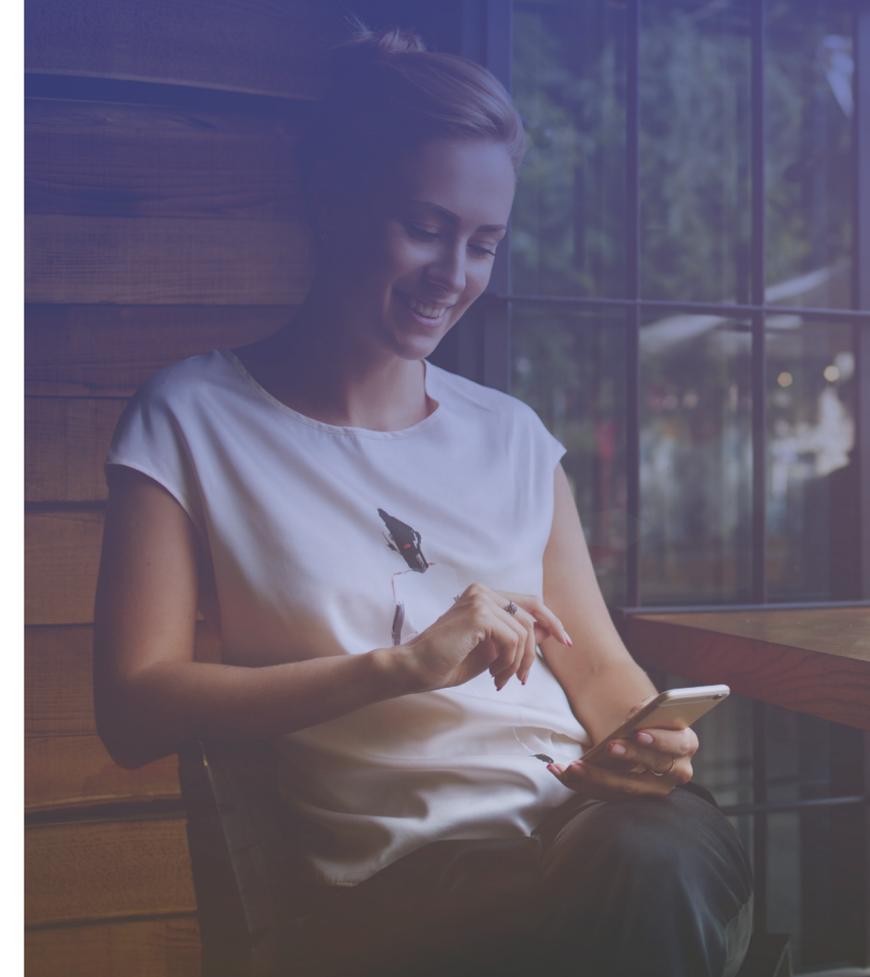
The complicated process of handling claims has accelerated more than tenfold. Instant access to the archive is now possible. Prior to implementation of the software, if a case had to be revisited, it could take weeks to find the relevant documentation. Now it takes seconds. The system enables processes to be controlled at the level of individual operations and people. Only authorized employees have access to the data. In addition, it is possible to check whether the designated person

dealt with the matter and took the necessary steps. The document history shows who read a given document, who made annotations and where the document was sent. Information on the progress of work is emailed to authorized persons.

About Atena

ATENA was established in 1991 in Sopot. The company's strategic goals include delivering flexible solutions, consulting business processes, and penetrating new segments of the insurance market. Thanks to its commitment and experience, ATENA has become a leader in the supply of software solutions for pension funds and insurance in Poland. The company also aims to use this experience to work with banks and other large corporations. It supports companies by building their market position and providing managers with access to innovative methods that optimize daily business. ATENA's major clients include the Ergo Hestia Group, the Aviva Group, HDI-Gerling, AEGON, Allianz, and SKOK.

atena.pl



About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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