

Uniserv's digital document streams

- Uniserv, the outsourcing partner for financial service providers in the insurance sector, supports brokers, insurers and lenders in the online sales and administration of life insurance policies and contributory pension schemes.
- Uniserv offers applications and electronic services for these that enable organizations to improve their performance substantially.
- They make intensive use of the possibilities of Hyarchis.Net in their work for the digital storage and processing of documents.

Unraveling of the market

The use of digital documents is currently growing strongly in the financial sector. The traditional divisions of the market in the financial services sector are now being replaced by a strongly integrated model, and the distribution channels within the value chain are changing. Rik Douwes is Chairman of the Management Board of Uniserv, and explains the influence of the current market developments: "As the dividing lines between front, mid and back-office are blurring, the exchange of information is becoming increasingly important. We see more and more often that the players in our market are focusing on more components of the financial process. Purchasing cooperatives are broadening their footprint, for example, and are addressing several sectors simultaneously. The importance of the use of standardized forms is therefore be-

Uniserv follows the developments in the financial world closely. In the current model the company distinguishes between newly defined roles and functions in the value chain. These are completely independent of the client's product or situation. What traditionally happened within a single company has now unraveled into several dimensions. Douwes: "We see that web services that are extremely popular at the moment are facilitating this unraveling of the market. They're enabling all the parties involved to exchange information with every other party in the chain, and perform the desired role or function. Now we're seeing the use of a uniform, digital standard for documentation again in almost all market segments. It's making communication between the different parties within the whole market easier."

**"shorten
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Uniserv bases its services on Uniserv Life, the application for the administration of life insurance policies. This application captures information at the source. Physical paper forms are replaced by electronic communication. This prevents mistakes of interpretation and precludes unnecessary operations in the administrative process. By using Hyarchis.Net, Uniserv is therefore able to shorten waiting times for clients and users of the systems and to realize efficiency improvements, in turn significantly improving customer service. "We can retrace and retrieve files much more easily in the systems, and allow quotes or reports to be inspected much more quickly," explains Douwes. "That produces an enormous advantage to both us and our clients."

By assigning users' rights, information within the process can be made available anywhere and at any time and granted to the correct people, both inside and outside the organization. Information is not restricted to the data in the administration; scanned documents also represent a component of the data set. "Our application simplifies operations in the whole process," says Douwes. "We reduce the necessity for human intervention in the processing of documents. In this way, we're able to realize far-reaching Straight Through Processing (STP) for our clients."



RIK DOUWES

Considerations behind their choice

Within the framework of legislation in this area, insurance companies, intermediary organizations and pension funds that outsource their administrative processes must be able to receive assurance about the degree to which the outsourcing partner is effectively managing internal controls. Douwes: "Whenever this is necessary, we both can and must give our clients an accurate picture within a very short time. It's a key element of the service we provide." In order to provide insight into the consistency of the processes, Uniserv makes use of the independent SAS 70-2 report. Using this certificate enables service organizations such as Uniserv to report on information about control measures and processes in a uniform way.

To simplify this process of document handling, Uniserv selected a package for the digitizing of documents. **Uniserv chose Hyarchis.Net for its user-friendliness, its short implementation time, and the possibilities it offers for integration with the Microsoft.Net platform.** "Its user-friendliness was decisive in our choice of Hyarchis.Net," Douwes says. "Hyarchis.Net offers us extensive options for document archiving, and its short implementation time means it's ready to use rapidly." The insurance market still depends to a large extent on paper documents, but also on electronic variants such as e-mail. "With Hyarchis.Net we can improve our insight into the document streams, changes to documents and version control. Following a successful pilot, we're currently implementing Hyarchis.Net in the production department, and we expect to expand this to the whole organization in the future.

Saving time and costs by digitizing

Hyarchis.Net supports electronic processing and reduces the paper flow volume within the insurance companies with which Uniserv works. "As well as electronic requests, standard requests and requests for supplementary information will always be received in writing," Douwes explains. "The processing of these is usually an extremely labor intensive process. By scanning the information directly on its arrival, and then using a barcode to automatically mark, index and archive the material digitally, the time this process takes and therefore the costs involved are reduced."

Thanks to their use of Hyarchis.Net, Uniserv is now able to use electronic document management and file structures exclusively. This has enabled the organization to drastically reduce the need for employees to be involved in data entry and to greatly improve the speed of invoice processing. The logistics process has also been accelerated and the accessibility of information has been improved. "Our employees can now access and archive documents and exchange them with each other from any convenient workstation," notes Douwes. "And that not only produces new possibilities for us, but especially also for our clients." In time both clients and other participants in the insurance process will be given access to the documents that are important for them.

Efficiency improvements

The digitizing process has also contributed to Uniserv's solutions ability to provide even better manageability, even greater predictability of costs and an even faster time to market. The Uniserv applications are intentionally generic and multiple users can access and use them remotely. Thanks partly to the use of digital documents, users of Uniserv's products and services are able to share the costs of process management and technology. Douwes concludes: "Small, medium-sized and large organizations, such as insurance companies, intermediary organizations and pension funds, can all achieve substantial efficiency improvements by exchanging electronic documents."