

Utilizing Software to AutoIndex Insurance Records

VALORA CHANNEL PARTNER UTILIZES POWERHOUSE TO AUTOMATICALLY TAG & INDEX 47 YEARS OF CUSTOMER ACCOUNTS FOR NATIONAL INSURER

As more and more American corporations seek to digitize their historic and day-forward records, this prominent national financial institution was looking for a low-cost solution to handle more than 20 years of customer account data. Dating as far back as 1984, the company's records reflected numerous mergers and acquisitions, as well as significant client additions and turnover in the same period.

Valora's Premier Channel Partner, a nationally recognized records management provider, was tasked with identifying each and every customer account number present in any format on any page of the 40 million page document collection. Their budget: 1 cent per customer account number! In order for the Partner stay within budget, they had to automate the process...In comes Valora!

The solution integrated the Partner's high throughput scanning capabilities with Valora's AutoIndexing capabilities. Valora installed a custom-configured PowerHouse system onsite at the client's location. Valora's senior engineers who built, configured, and tested the software travelled onsite and installed it at the Channel Partner's site. This same team also managed the daily operations of the system remotely from Valora's headquarters in Massachusetts all the while providing regular updates to the Partner that they in turn communicated to the client.

The Valora Partner sent rolling deliveries to Valora that the PowerHouse system processed at a rate of 500,000 pages each day, including weekends, with minimal customer interaction and oversight. The entire project completed in < 4 months, exactly within budget.

The result was high margins for the Channel Partner and an extremely satisfied client! The end client estimated that comparable systems or manual efforts to capture the client data would likely have cost 3-4 times their budget!