

A woman with dark hair pulled back, wearing glasses and a white blazer, is smiling and looking upwards and to the right. She is holding a white envelope or document. The background is a blurred office setting with large windows.

# Digital Mailroom for Insurance

## Challenge

The customer, one of the world's largest insurance carriers, handled thousands of documents in mail daily. The mail included various documents critical to departments such as deposit processing, claims management and more. Efficient and governance compliant delivery of these documents was crucial for the organisation to function smoothly.

The customer aimed to lower operational costs, while improving customer service, and providing faster turnaround times—all without incurring a large capital investment. Some of the challenges they faced were:

- + Delivery delays and lost items resulting in declining service levels.
- + Lost or stale-dated mail adversely affecting customer experience and customer attrition.
- + Optimisation of processes needed to increase cash flow.
- + Outdated mail facility leading to poor quality, low morale and high turnover.
- + Company wanted to maintain its employee-centric culture

## XBP Europe offers Digital Mailroom

XBP Europe absorbed the insurance company's relevant staff and transformed the inherited operations by redefining the workflow and bringing superior technology and processing equipment. By relocating to a new facility, the client had the latitude to optimise document flow from mailroom to processing to insurer by physically designing the floor layout. In addition, process and management metrics were initiated.

## About

XBP Europe offers innovative solutions for customers to streamline complex bills and payments processes. We help enterprises, SMBs and public sector organisations globally to rethink transactions, digitisation, operations, communications and remote working. Get in touch today.

- + Digitising deposits accelerated the process and the customer was able to make payments faster and earlier, which need a positive end user experience.
- + By digitally capturing the entire envelope and package content, remittances and communication could be processed the same day.
- + Digital files and indexing meant that research and reconciliation time was decreased when compared to previous analog processes.
- + Management had insight into key analytics with full audit trail transparency.
- + As an enabled electronic organisation, priority claims were easily identified, expedited and service levels were exceeded along with a 30 percent cost reduction per year.

## Benefits with XBP Europe's Digital Mailroom

The new facility, equipment, processes, and tools allowed for higher employee morale, guaranteed improved service, lower cost, and higher quality which positively affected the end user experience. But more importantly the insurance giant initiated digital transformation of the organisation resulting in transparency with complete record transaction, streamlined operations and faster issue resolution.

**20 MILLION**

Accelerated  
cash  
availability



**30%**

Cost  
reduction  
per year



**35 MILLION**

Estimated  
cost savings  
in 10 years



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