

A photograph of an elderly male doctor with a grey beard and glasses, wearing a white lab coat. He is sitting at a desk in a clinical setting, looking down at a small object in his hands. On the desk in front of him is a laptop and a white cup of coffee. In the background, there is a white counter with several medicine bottles and a window. A large, semi-transparent white graphic of a stylized 'X' or 'B' shape is overlaid on the image.

Document Digitisation and Archiving Solution for Germany's Largest Health Insurance Organisation

XBP Europe's document digitisation and archiving solution improves the information management systems and builds efficient business workflows for the health insurance provider.

Challenge

The healthcare insurance giant supports its millions of customers spread across the region. This XBP Europe customer was looking for a cost-effective and efficient way to manage the document digitisation process allowing employees to focus on core tasks.

The organisation needed an extensive solution to manage incoming paper documents, extraction of correct data, distribution of the data to downstream business process and manage efficient archival and retrieval processes.

- + 2.5 million insured persons (and increasing) managed by 6,800+ employees across 120 branch offices.
- + 10 million incoming documents per year.
- + The assignment of paper-based documents to the correct employee could take multiple days.
- + Different kinds and formats of incoming documents made it difficult to digitally process them.
- + The physical storage in archives was distributed over 236 rooms in 73 office locations with limited storage capacity left.

XBP Europe offers Digitisation and Archiving Solution

The aim was to significantly increase the quality of information to support faster and better decision making as well as to track & trace any document in the business workflow creating an auditable trail from receiving to archiving documents or data.

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.

- + Central Processing of all paper documents for the customer in the XBP Europe Shared Service Centre in Berlin.
- + Acceptance and registration of P.O. box pick-ups and courier services.
- + Paper based document pre-processing (black-list check), document digitisation, electronic certified signature application.
- + Automated document classification (in more than 575 document classes) and user data extraction OCR/ICR.
- + Rule based data validation, exception handling and process-integrated clearing house.
- + Transfer of extracted metadata and images to multiple business processes and storage of documents for a limited period.

Benefits with XBP Europe's Digitisation and Archiving Solution

XBP Europe reached all the goals set by the insurance provider. By reducing 575 document classes to 250 optimised classes, the data processing improved manifold. Multitudes of distributed file structures, processes, archiving was standardised and storage locations were scaled down to 1. Lastly, the organisation saved millions in hard costs per year.

250
Document
Formats
Optimised



1 Location
to Manage
Data of
73 Sites



1.5M
Savings
per
Year



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.