

# CGI's Insurance Document Management Services

## iDMS KEY HIGHLIGHTS

- 20-30% cost reduction in document management and mailing
- 25+ years of experience
- High client satisfaction
- Seamless transition experience
- Best delivery accuracy in industry
- Reduced risk
- Increased compliance
- Customized service metrics and reporting
- Guaranteed results through strict service level agreements

## THE VALUE AND OPERATIONAL IMPACT OF INSURANCE DOCUMENT MANAGEMENT SERVICES

Insurers are facing challenges that are forcing them to transform the way they operate. Soft market conditions are pushing premiums downward and competition is stiffening. Your organization is pressured to reduce expenses and increase efficiencies while protecting your market share.

CGI's Insurance Document Management Services (iDMS) span the full document lifecycle—from creation to distribution—all within our promised level of protection.

Our insurance experts work closely with you to design, implement and manage a transactional document infrastructure unique to your specific requirements and adaptable to your evolving needs.

CGI's core iDMS include the following:

- Conversion services
- Design services
- Production services
- Printing services
- Distribution services

## iDMS benefits

- Reduce expenses by cutting the total cost of your managed document environment up to 40%
- Drive efficiencies and productivity with automated workflows
- Increase customer satisfaction and loyalty
- Reduce risks and maintain compliance with all applicable regulations
- Maintain a competitive edge by continuously managing, analyzing and optimizing your insurance document environment
- Automate work flows by combining legacy and current print files to automate manual tasks

*Transforming your document management environment into a competitive advantage and a leaner cost structure is our core business.*

### iDMS features

- Best-in-class facilities, equipment, technology and people
- Automated Document Factory 2.1 that efficiently automates and manages transaction print and mail
- Secure production environment and infrastructure, including a secure management system that covers technical, physical, procedural and personnel operations.
- Insurance industry strength and leadership, including a proven service delivery framework that offers a consistent, flexible and unsurpassed level of quality and expertise
- Software tool set, including a suite of document composition and manipulation tools that support all major print definition languages (PDL).

### iDMS case studies

#### THE SHARED TECHNOLOGY GROUP OF PLYMOUTH ROCK ASSURANCE

##### Challenge

Shared Technology Group (STG) is the IT arm of Plymouth Rock Assurance, and several years of organic growth and acquisitions generated more workflow (from 400,000 pages per month to 3.2 million) than the current business and technology infrastructure could handle. In addition, its existing outsourcing provider relocated to a distant center. STG needed a local and cost-effective solution that could handle its rigorous requirements and continue to support its significant growth.

##### Solution

STG selected CGI for its P&C insurance and document management needs. CGI worked closely with STG's team to develop a transactional document strategy and implemented a solution that reduced costs, improved quality and empowered STG to scale its business for continued growth. CGI continues to upgrade equipment and technology to maintain a best-in-class operation, offering STG expanded services to improve efficiency, increase integrity and reduce overall costs.

### CUSTOMIZED SOLUTIONS

#### Based on your needs

*Combining state-of-the-art, secure technology capabilities with insurance industry expertise, iDMS provides customized solutions to your unique printing and document needs.*

## Value

STG and CGI continue to benefit from a long-term partnership that enables STG to keep its work local and scale on demand during acquisition-fueled growth spikes without the burden of capital expenses. STG saved on service fees, reduced its processing costs through automation, avoided facilities expansion and reduced time to market when acquiring new business.

Paul Luongo, president, Plymouth Rock Companies-STG, said: "The documents that CGI produces on our behalf are the face of our insurance companies. The companies take great pride in the appearance and accuracy of the documents that are delivered to their insureds. CGI understands this and works closely with us and our insurance companies to make sure documents delivered to insureds are high quality, complete and timely."

## ONEBEACON

### Opportunity

A company restructuring reduced the quantity of documents printed at OneBeacon and consequently drove up the cost to produce required documents well past market rates. OneBeacon operated a service bureau environment for its internal clients and had an excessive number of custom stock and daily jobs. Despite the reduction in quantity, OneBeacon needed to meet existing standards for quality and under service level agreements. It needed a partner that could help it keep costs down while maintaining high service levels during low volume production runs.

### Solution

OneBeacon partnered with CGI to take over its print facility. CGI was able to offer market rates for all its output through operational efficiencies. A seamless transition occurred in early 2011 as CGI absorbed all of OneBeacon's staff, equipment and facilities, and committed to meeting OneBeacon's SLAs while reducing risk and expenses. CGI implemented its ADF (Automated Document Factory) and upgraded the facility, including security, generators, printers, server rooms and inserters to meet best-in-class requirements.

### Value

CGI offered OneBeacon transaction-based pricing to decrease costs and increase flexibility, and provided it access to best-in-class facilities, equipment and technology. OneBeacon has been able to exceed SLAs to date and avoid the pain of employee turnover, both of which unfavorably impacted employee morale. Plus, the burden of facility and infrastructure management has been completely alleviated.

## ABOUT CGI

At CGI, we're committed to helping all of our stakeholders succeed. Our 31,000 professionals in 125 offices worldwide provide end-to-end IT and business process services that facilitate the ongoing evolution of our clients' businesses. CGI is committed to helping our clients achieve their business goals; to providing our professionals with rewarding careers; and to offering shareholders superior returns over time. At CGI, we are in the business of delivering results.

Learn more by visiting  
[www.cgi.com](http://www.cgi.com).