

HP Document Delivery Solution

An insurance industry solution brief from HP



Information is the life-blood of business. Without accurate, timely information flowing seamlessly between departments or to clients, a business will effectively grind to a halt. This is particularly true in the document-intensive field of insurance. Insurance companies handle millions of documents each year, the majority of which are paper-based. These manually intensive processes place a huge strain on resources and exacerbate the risk of error creeping into the policy lifecycle.

HP Document Delivery Solution provides flexible document distribution and end-to-end tracking, management and control. Most importantly, it ensures the delivery of consistent documents in a client-friendly format, streamlining business workflow, reducing cost, and improving the customer experience.

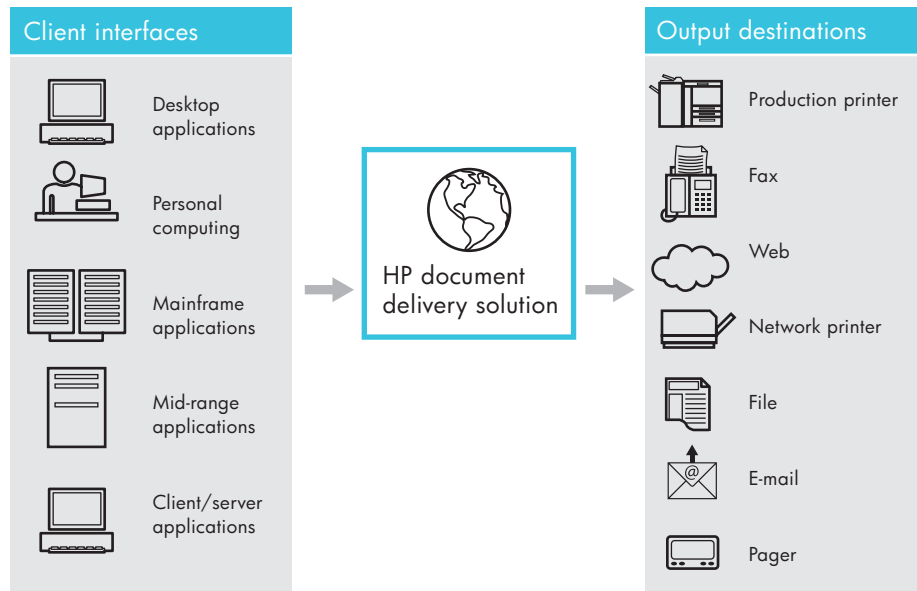
HP's Document Delivery Solution (HP DDS)—a unique approach

HP DDS helps insurance companies manage/administrate and reliably deliver documents across all channels.

- HP DDS brings together the key benefits of multiple point technologies under one roof. The result is a single interface that allows users a clear, up-to-the-minute view of a customer's policy, where amendments are made and updated in real-time and resulting documents are reliably delivered to the relevant channels.

- With HP DDS the customer can define their ideal delivery channel, be that post, e-mail, fax or Web. This improves customer satisfaction and eliminates the risk of duplication, resulting in significant cost savings.
- HP DDS allows the customer to customize their ideal delivery channels based on business-critical factors. For example, travel plans may make post-based delivery redundant during certain times of year. Using the unique customization options of HP DDS, the customer can ensure that at these times, communication with their insurer is conducted via e-mail.
- Insurance companies can focus on their business processes as HP DDS takes care of the formatting, security requirements and business delivery rules when delivering the documents reliably to the right channels.

Figure 1: HP Document Delivery Solution for the insurance industry



The components of HP DDS work together to expedite flexible document distribution and to provide end-to-end tracking, management, and control. Most importantly, the multi-channel delivery capability ensures the delivery of business-critical documents to multiple destinations across the enterprise collaboration ecosystem. It offers:

- **Process reliability:** eliminate disruptions to document-intensive business functions by ensuring the timely, accurate and reliable delivery of digital documents—improving the overall effectiveness of business operations.
- **Output flexibility:** acquire and deliver information when, where and in the form it is needed, thus streamlining document-intensive workflows. Information, can be incorporated from a number of sources, either print or electronic, whether internally or between business partners
- **Centralized control:** consolidate and simplify the management of the delivery infrastructure, document workflows and information security to help increase productivity and lower costs.
- **Improved client satisfaction:** enable customers to define their preferred delivery channel and provide them with notification of amendments immediately. In addition, insurers can guarantee the security and the confidentiality of customer information.

The HP advantage

Using HP 's Document Delivery Solution, insurance companies can more effectively leverage their business processes by sharing, and streamlining the movement of documents through multiple delivery channels, while removing business process interruptions, reducing cost of information delivery and improving global administration and control.

Most importantly, HP DDS ensures the delivery of consistent documents in a client-friendly format, helping to boost customer relationship management (CRM) and improve the customer's experience. As a result, insurance companies can expect to see a substantial drop in help desk calls, improved control and a more agile adaptable delivery infrastructure.

HP has a rich heritage in the financial services industry that goes back more than three decades and is reflected in a significant presence in all of the top 200 banks and all of the top 25 insurance carriers.

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