Case Study

FileBound
Content Management Solutions

United Property & Casualty Insurance Company

Security, Redundancy & Process Improvement

United Property & Casualty Insurance Company ("United") is a Florida domiciled Property & Casualty Stock Insurance company located in St. Petersburg, Florida. United is a wholly owned subsidiary of United Insurance Holdings, L.C. whose stockholders are primarily from St. Petersburg and Ocala, Florida. United has received a Financial Stability Rating of "A Prime" (Exceptional Financial Stability) by Demotech, Inc., a highly respected rating organization. This rating is recognized by federal mortgage backed loan programs such as HUD, Fannie Mae and FHA.

The Problem:

Florida took a record-breaking hit during the 2004 Atlantic hurricane season. Hurricane Jeanne became the fourth in a series of powerful hurricanes to slam into Florida. With peak winds of 120 miles an hour Jeanne hit at almost the exact spot where Hurricane Frances came ashore only three weeks prior. For a company like United, who in addition to offering Homeowners and Dwelling Fire products is a Write Your Own Flood Carrier, the hurricanes caused an unexpected serge in paper work and storage. Even before the hurricanes of 2004 hit it was becoming obvious that United needed to migrate towards a more paperless environment. Earlier in 2004 United forecasted that they would grow the system by 20 four-drawer file cabinets per year, however, due to the hurricanes hitting their region, their paper volume increased by 225 full cabinets! With the fear of being buried in paper forever, United realized they needed a content management solution.

The Solution:

Shortly after the hurricanes of 2004 United got in touch with a representative from Index Datafiles (formerly KenMar Imaging). United presented their problem as well as the urgency of a quick and practical solution. Index Datafiles seized the opportunity and offered FileBound as the solution. FileBound instantly proved to be a perfect fit for United. Mel Russell, Sr. Vice President of United, expresses his appreciation by stating, "If we hadn't purchased our FileBound system this year when the four hurricanes hit the area, we would have truly been buried in paper and we would have had to look for more office space"

United now has a process in place that directs all new documents that are scanned to a secure storage space, called clipboard within FileBound, which queues them for quick review. All claims adjustment field reports for the company come in electronically and are imported to the FileBound system automatically. This is true

Industry:

» Insurance

Application:

» Claims Adjustment Filed Reports

» Customer Statements

The Problem:

» Storage Space

» Security

The Solution:

» FileBound Content Management Solution

The Benefit:

» All mission critical content is now backed up on a regular basis and saved off-site.

» Eliminated boxes stacked to the ceiling and reduced their file room by 50%

» Easy implementation with minimal training and support required

for both claims departments (disaster and daily). In the disaster response department, 75% of their staff are temporary employees, a fast learning curve is vital. United is able to train new employees to use FileBound in less than ten minutes. In the Daily claims department (both commercial and residential), all of their files have been posted into FileBound. They no longer have boxes stacked to the ceiling and their file room has been reduced by 50% even though they have seen tremendous growth over the last couple years.

When Index Datafiles designed the United System, they spent only three days onsite to map out United's paper flow and in the process they eliminated all possible manual processes. In addition to streamlining the business and helping to secure United's paper, there was a very favorable change in customer service. Customer service representatives can now retrieve clients' files from their desk – usually while the customer is on the phone with them. Recently, United has started recording customer statements (both fact finding calls and depositions) directly into FileBound. They no longer have to record to micro cassettes which can be easily misplaced or erased. FileBound unexpectedly proved to be much more than a digital file room, and United has been pleased to welcome the added benefits.

FileBound Results:

FileBound has completely changed the way United manages their documents. They no longer have overcrowded file rooms or boxes of paper. Document storage and retrieval can be done while sitting right at your desk. Even more importantly, all of their paperwork is now backed up on a regular basis and saved off-site, so that they themselves are prepared for any disaster that may strike. The efficiency and security of FileBound allows United to maintain their fundamental values of responsiveness, stability, and innovation, even in the face of a natural disaster.

Bottom Line:

FileBound efficiently streamlines processes and secures documents, allowing organizations to confidently look to the future.