



Lexmark Managed Print Services (MPS) for Insurance

Find a path to productivity

Want to stand out from the competition? Service makes a strong differentiator, but it's hard to deliver consistently when processes aren't in sync, and information remains locked in paper-based workflow outside your business systems.

New policies, claims, quotes, payments—most of the ways you serve customers require documents. Some estimates put it at 800+ pages per employee per month. And since only about five percent of forms are electronic, companies still store a lot of paper. This makes fast response more difficult.

Lexmark Managed Print Services (MPS) transforms stubborn processes, inefficient fleets and unavailable information into business optimization, cost savings, and data-driven decisions. For insurance firms slogging through a saturated market, MPS can be your path to better performance and productivity.

Our MPS connects print, process and people to drive productivity and performance. It creates environments for business growth and customer satisfaction through:

- ▶ Infrastructure optimization
- ▶ Proactive management
- ▶ Streamlined business processes

"Lexmark has the longest history of providing specific horizontal and vertical business solutions, backed by a vertically aligned organization, a mature global infrastructure, and a focus on execution excellence."

IDC MarketScape: Worldwide Managed Print and Document Services

2014 Hardcopy Vendor Assessment



Credibility established by our track record

Lexmark has been at the forefront of MPS for over a dozen years. We bring you a rich portfolio of award-winning multifunction devices, industry-specific software and highly skilled experts.

Our customer loyalty is solid, with a renewal rate of 96% for the last five years, and one of the greatest percentages of large customers of any MPS provider.

Our global MPS leadership has been recognized again and again by respected analysts like Gartner, Forrester, IDC and Quocirca.



Our experience. Your advantage.

Lexmark has been at the leading edge of MPS for over a dozen years. Our professional consultants have completed thousands of assessments of distributed environments around the world. We've amassed a wealth of knowledge and best practices specific to the insurance market, and now you can turn that experience into your advantage.

Our enterprise MPS gives your employees more efficient ways to work. We use continuous improvement and governance to find more ways to extend the MPS productivity platform beyond the agency into your processing centers, back-office and administrative and even remote workers. Our insurance customers benefit from time-saving solutions for claims and invoice processing, document security, mobility, compliance, and sustainability, all launched from your Lexmark MPS engagement.

It's not just about printers: It's process, productivity, people and performance

Best practices MPS is not just about copiers and printers; it's really about your people. True MPS focuses on what your teams need to become more productive.

Turn information into insight

You can't fix or manage what you don't understand. You need more information about your fleet. The challenge comes down to capturing data, and when it comes to large device fleets, that's not a job to tackle on your own.

Lexmark MPS solutions capture information to help run your business more efficiently and effectively.

You gain:

- ▶ All documents indexed and managed collectively
- ▶ Easy access for processors, underwriters, auditors and others
- ▶ Documentation automatically checked for exceptions
- ▶ Data extracted and integrated automatically into software systems
- ▶ Reduced paper and labor associated with administrative functions
- ▶ Process-specific workflow, data security, access and maintenance
- ▶ Easy distribution of documents to regional locations
- ▶ Convenient printing from smartphones and tablets

Unmanaged fleets won't run efficiently

One of the most obvious problems of unmanaged output is cost. Printers are the single most unaudited business expense, and most businesses don't know what they spend on print. If you don't understand what you're spending, there's no way to evaluate the wisdom of the expense or figure out how to spend more wisely.

Printing costs are an often overlooked, misunderstood business expense, but an unmanaged output fleet also causes other problems:

- ▶ No standardization or best practices
- ▶ Hundreds or even thousands of devices with multiple vendors, models and contracts
- ▶ Desktop devices everywhere, but many not networked and shared
- ▶ "Consumables chaos" from unmanaged inventories
- ▶ Skilled IT staff distracted by printer support calls

Plan for maximum MPS value—we do

Don't underestimate the full scope and value managed print services offers. Otherwise, you end up with short-term savings, but miss out on maximizing long-term sustainable cost reductions and so much more. Consider the rewards of proactive services and business process optimization from the start. We do.

We use a progressive strategy to take you from cost reduction to business optimization and future flexibility. Lexmark "best practices" MPS:

- ▶ Goes beyond cost reduction and device consolidation to better manage information across your organization.
- ▶ Gives you a foundation for continued productivity improvements and process optimization.
- ▶ Turns device fleets into productivity tools for better information access and more efficient processes.
- ▶ Helps employees get more work done with fewer bottlenecks and more time for customers and business.

Potential savings over 30%

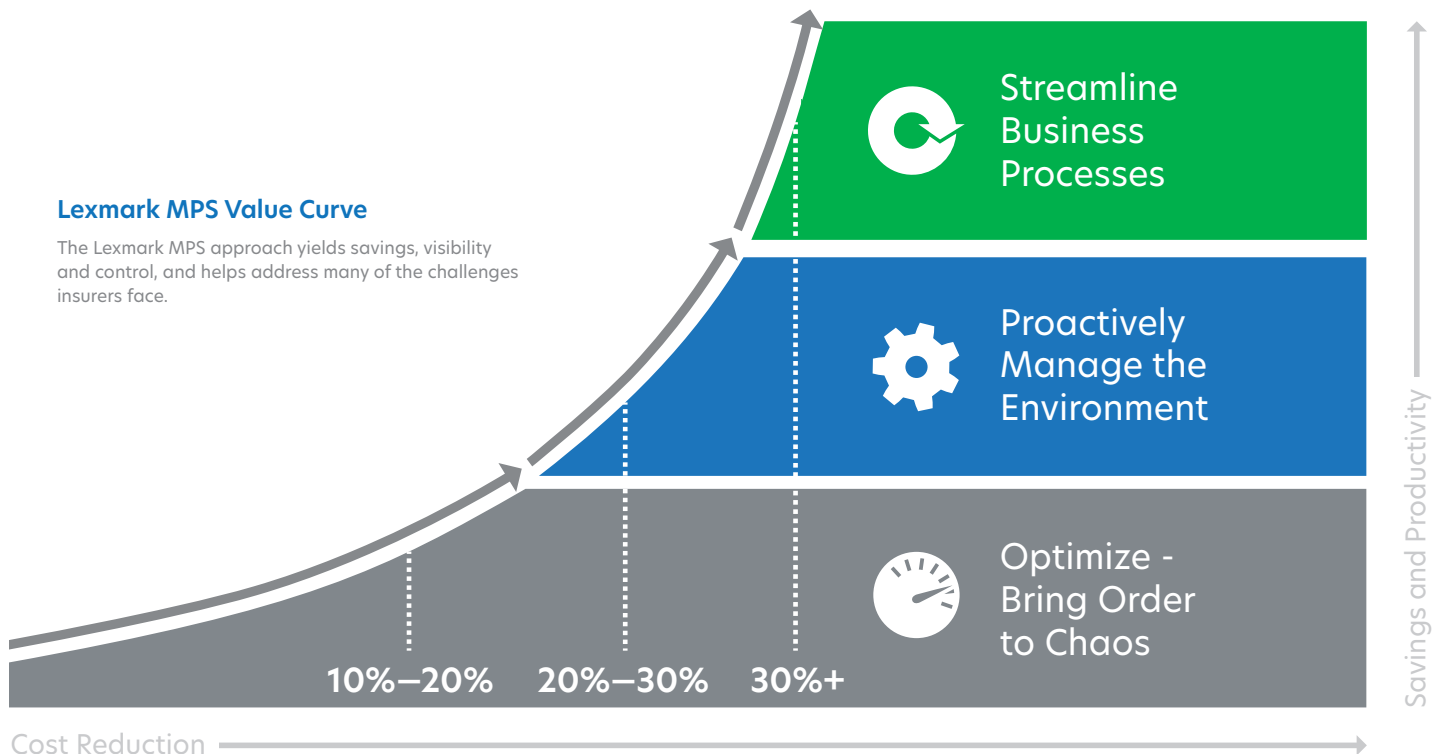
The more you engage with Lexmark Managed Print Services, the more value you gain. We start with assessments to understand your current state and map your path to industry best practices. As you go from infrastructure optimization to streamlined business processes, you'll see greater savings and productivity. Customers could save upwards of 30% by following the Lexmark approach to enterprise MPS strategy.

Smart sustainability

Organizations across all industries are challenged to bring more sustainable business practices to a world dominated by paper. MPS can help here, too. Reduced print volume and more efficient infrastructure contribute to your sustainability and corporate social responsibility.

Transform manual processes: From hours to minutes

With MPS, multifunction fleet devices become productivity tools for better information access and more productive processes. Your fleet of MPS assets becomes the foundation for process and workflow improvements that move content from paper to digital to "useable." Information can be captured and channeled automatically into your existing business systems. You can align workflow from back office to front office to better serve customers. Manual paper-based processes can be automated, cutting costs and mistakes. What took hours or days gets done much faster. As a result, employees have more time for customers and business.



Technology independence

Our unique capabilities translate into world-class, no-worries MPS. Because we own our technology, we can help you faster. Our software works seamlessly with our hardware to deliver industry-specific solutions and process improvements across your enterprise. We use automation and analysis—not manual labor—to proactively manage distributed fleets. With smart devices and a single system view of your fleet, we will help you achieve remarkable results.

Lexmark smart MFPs provide a foundation for industry-specific solutions that lead to greater efficiency, and we bring you only the best. Buyers Lab named Lexmark monochrome MFP models as top systems in five categories.

Best practices. Best choice.

Our customers say we manage their enterprise fleet assets better than anyone else. We can do the same for you. Contact us to talk about your problems and goals. We'll take you from "best guess" fleet management to best practice managed print services.

"The Lexmark suite has become such an integral part of our day-to-day business such that our users depend on it and rely on it for practically everything they do... we also now have a strategic partner that will be with us for the long haul."

Russell Dover

Director, Software Development
Unum Group

"It took a lot of coordination and planning between Cummins and Lexmark to make sure everybody was on the same schedule and fully prepared. Lexmark did a very good job, even in countries where we expected difficulties."

Bruce Smith

Director of Computing Services
Cummins Inc.

"Lexmark's overall philosophy is to help us achieve our goals. That's the kind of partnership we need and at every turn, Lexmark has met or exceeded our expectations"

Andy Saner

Vice President, Director of Operations
MainSource Bank

"Union Bank's MPS investment generated 142% ROI in first three years, with total benefits of \$5.4 million over three years."

ROI case study

Union Bank

"Lexmark came in here, guided us, and made it very clear that they were in this for the long term. Lexmark showed that this was a partnership, not just a transaction."

Michael Leeper

Senior Manager, IT Engineering
Columbia Sportswear