



# Smart Document Capture for Insurance

## Streamlined document processing built for insurers

The world of insurance is moving faster than ever before, and organizations are striving to keep up with the ever-changing demands of today's customers and the threats posed by digital competitors. Despite progress that's been made with digital content management tools and workflow technology, much of the information required for core insurance processes is still communicated and gathered through paper-based forms and supporting documents. These manual, paper-intensive processes are slow, error-prone and keep insurers from optimizing productivity and service.

Lexmark's Smart Document Capture for Insurance can help you achieve digital processing and serve customers with increased speed and accuracy. With technology that's designed specifically for insurance organizations, you'll be able to leverage Lexmark's smart MFP platform to streamline paper-based processes, drive greater efficiency and customer satisfaction, and automate compliance verification.

## Convert paper documents to digital formats sooner

To transform processes and improve the customer experience, you'll need a way to eliminate tasks in which employees manually track and handle paperwork and compliance exceptions. That will require technology that makes it possible to get paper-based forms and data into digital formats, and into your existing digital workflows, sooner in the process.

A close-up photograph showing a person's hands holding a pen and writing on a form attached to a clipboard. The form has various fields and text, including the words "AUTO REPAIRS" at the top. The background is slightly blurred, showing what appears to be a car's interior or a similar setting.

Smart Document Capture leverages your Lexmark MFPs to instantly link an agent, claims adjuster, field underwriter, home office associate or anyone supporting a customer with the business systems that manage your business. From the MFP touchscreen, your employees can capture paper forms the moment they're received, and enable automated digital indexing, tracking, extraction and routing to your organization's core platform. As a result, employees have a higher level of visibility and access to the information they need from the very beginning of the process.

## Drive greater efficiency, speed and savings

Manually processing documents in the home office is error-prone and often redundant, complete with costly and inefficient sorting, verification and indexing tasks. Not to mention, the process is slow and can take days, during which time customer satisfaction suffers and customers are likely to look elsewhere for more digital experiences.

Smart Document Capture eliminates centralized indexing and archiving for greater efficiency, speed and savings. By capturing documents the moment they're received, you'll be able to reduce manual verification and data entry, and make redundancies a thing of the past. Because documents are checked for accuracy and completion at the point of capture, home office interventions will be limited to exception handling for faster service times and higher productivity.

## Boost security and compliance

The painstaking tasks required to meet ever-increasing compliance regulations reduce efficiencies, and human error associated with manual processing can lead to expensive fines. Not to mention, paper-based information and workflows put customer information at greater security risk.

Since Smart Document Capture makes it possible to capture paperwork and data from the point of origination and incorporate business rules to immediately verify compliance, you'll be able to meet new regulatory requirements without additional resources or employees. And, since information is quickly converted from paper to digital, it will be easy to enforce increased security, facilitate digital storing and archival, and always have an audit trail to reference when demonstrating compliance.

### Customize functionality to your needs

At Lexmark, we understand that no two insurance organizations are alike. Your processes, systems and information requirements are unique to your business, and a rigid, one-size-fits-all solution just won't do.

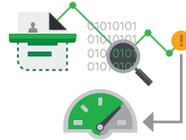
That's why we built Smart Document Capture to be agile and configurable. The solution's capabilities can range from scanning directly to your system of record to intelligently processing documents. When it comes to choosing what's right for your organization, you'll be able to decide what level of capabilities best meets your specific needs. In addition, our versatile integration options ensure flexibility in your infrastructure, and allow you to more tightly connect and unite business processes and systems.

### Key features for smart document processing

- ▶ **Company-wide usability:** Fast, intuitive, and simple user experience designed for insurers
- ▶ **Smart process management:** Intelligent technology that makes it easy to print on demand, capture documents and identify any missing customer information at the point of origination to drive customer satisfaction, process accuracy and compliance
- ▶ **Seamless integration:** Agility that makes it easy to integrate information and documents captured at remote locations

### At work across your enterprise

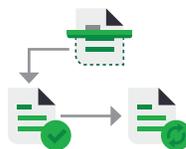
Smart Document Capture wasn't designed for just a single process or line of business. Rather, it was built to streamline, digitize and simplify information management all across your enterprise:



**Onboard new applicants with ease:** Automate new application capture, tracking and alerts for faster processing and more efficient onboarding



**Accelerate remote payment processing:** Easily submit and validate payments directly from the Lexmark MFP in a local office



**Enable automated claims processing:** Leverage automated data extraction and verification to quickly process claims documents, eliminate errors, and avoid redundancies