

International Life Insurer (Claim)

Improved Claim Management Process



Facts at a glance

- Global Employees 12,000+
- Global Revenue HK\$5,171M
- A leading banking corporate in Hong Kong provides comprehensive retail and commercial banking services to its customers in Hong Kong, Greater China and overseas countries. It operates a banking network with over 100 branches in Hong Kong and an extensive network in China. Products and services include mortgage loans, credit cards, trade finance, remittances etc

FlexSystem Solution

- [Workflow Management](#)

Key Issues

With hundreds to thousands of documents in and out per branch every day, traditional manual document system is not able to fulfill the future development on extensive information tracking and monitoring.

- Communication problems between branches and departments
- Transaction information or paper documents damaged or lost
- Data inconsistencies among non-centralized copies without versioning control in numerous users and departments
- High operation and administration costs on traditional manual filing
- Difficult to locate the documents and monitor the process status online
- Traditional paper-based document retrieving is time-consuming and complex
- Limited security control on the shared data which increases the risk of data disclosure to unauthorized parties
- Transaction delay on processing across users from various departments and branches
- High storage cost on massive physical documents

Needs and Challenges

FlexWorkflow provides a comprehensive document management solution to automate the documents and processes within the corporate.

- Utilize the resources by centralizing all business processes into a common scanning centre
- By barcode recognition, the document type of documents are automatically been determined and hence triggering the corresponding work process
- Not only for scanning documents, our solution also supports other incoming formats such as emails, RightFax and core banking system
- The security control of the solution has fulfilled the standard required by the Hong Kong Monetary Authority
- Improving management and control on business processes from the generation of productivity reports

Benefits

- Streamline business processes to increase productivity and improve service levels
- Avoid information or documents lost
- Enhancing the customer satisfaction by monitoring every transaction
- Monitoring the productivity of individual staff easily
- Reduce the operation cost among branches and departments in Hong Kong, Greater China and overseas countries
- Improve the average transaction time of all business processes by 65%
- Dramatically reduce the average operation cost on business processes by 70%

