

Case Study

Martens & Prah
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Industry
Insurance

Employees
9



Birger Blum
Managing Director

Solutions

- docuvita.Server
- docuvita.WorkflowServer
- docuvita.DocScout – automatic recognition and archiving of incoming documents
- docuvita.EMailArchiver
- docuvita.Connect – interfaces to external software

MP/RENNSTEIG
ASSEKURANZ/KANZLEI FÜR UNTERNEHMEN

docuvita

Automate document-centric processes

MP Rennsteig boosts productivity with docuvita document management system

The insurance broker Martens & Prah Assekuranzkontor GmbH (MP Rennsteig) combines personal service with professional know-how serving 150 companies throughout the region. Since 2014, the company has been partner of the Martens & Prah Group. For the third time in a row, the Martens & Prah Group was voted number 1 in the Insurance Broker segment by decision-makers in the SME sector in a study conducted by WirtschaftsWoche (a German business magazine).

MP Rennsteig needed to redesign its business processes efficiently and boost productivity to keep up with their quality standards. The hundreds of processes that ensure the smooth operation of the company were heavily reliant on paper documents. Each month the insurance broker needs to process huge amounts of documents such as contracts, customer proofs, policy applications, policyholder agreements, claim forms etc.

MP Rennsteig faced the challenge to automate all of its paper-based processes. By doing so, they increase efficiency, save time, boost productivity and enhance customer and partner satisfaction. **“We are not just another reseller of insurance services”**, says Managing Director Birger Blum. The insurance broker has a customer-centric strategy and is focused to meet the unique requirements of each and every customer. MP Rennsteig's ability to automate the business processes is a prerequisite for better serving customers and acting quickly whenever the insurance broker is needed.

With docuvita document management system and Gold Partner docuvita solutions GmbH, MP Rennsteig has managed to achieve the goals to go digital and is prepared now for a digital future.



CHALLENGES AND OPPORTUNITIES

MP Rennsteig receives a large volume of incoming documents – with any format and from different sources – every day. The incoming documents need to be classified and sorted, and then delivered to the appropriate employee for processing. The manual process created a communication bottleneck. Time is of utmost importance in Insurance, especially when it comes to claims. Customers demand immediate solutions of their problems.

For MP Rennsteig, the challenge in selecting a document management system was to be able to store centrally all types of documents, electronic and paper, in such a way that they always ended up in the right file. This requires a document recognition and subsequent classification as well as automated document routing and task flow.

Furthermore, the company relies on the Assfinet insurance broker management system. To truly automate business processes and boost productivity, MP Rennsteig required the document management system to be integrated with the existing Assfinet application.

THE SOLUTION

MP Rennsteig was searching for a solution that offered high degree of business process automation. Birger Blum came across docuvita: **“Our evaluation process resulted in selecting docuvita document management system as the core archiving system for all types of incoming documents (e-mail and paper), docuvita Workflow for our business process automation needs and most importantly docuvita.DocScout for document classification and archiving automation. All around, docuvita was the best solution for our company’s needs and Gold Partner docuvita solutions GmbH could guarantee the implementation of the solution.”**

A contributing factor to selecting docuvita was its ability to automatically recognize the incoming document and assign it to the responsible employee. docuvita ensures that the employees have access to all client documents any time and every day and with maximum security.

On top, the docuvita Partner offered an affordable package and quick implementation.

docuvita Partner in Charge:

docuvita solutions GmbH



About the docuvita Partner

As a Value Added Reseller, the products and services of docuvita solutions GmbH are based on the docuvita document management system and are aimed primarily at small and medium-sized companies.

The docuvita Gold Partner offers complete solutions for document management, archiving and workflow.

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RESULTS

The full document management solution was implemented within only two months. According to Blum, **“an absolute benefit is that incoming documents, whether from e-mails or scanners, can now be automatically recognized and assigned on the basis of the claim number, the contract number and the client's name.”** This enables faster processing and short response time for incoming inquiries, which contributes significantly to client satisfaction **“Automating document processing has reduced the turnaround time of solving customer inquiries from standard 24 hours to some minutes. Our productivity was raised enormously”**, says Blum.

MP Rennsteig's insurance broker software Assfinet was seamlessly integrated with docuvita. Thus, existing data could be used for document analysis and classification.

For Birger Blum, the cooperation with docuvita solutions GmbH turned out very well. **“docuvita document management system is a positive exception that doesn't promises more than it can deliver”**, he explained. **“The docuvita partner worked close with us and had the know-how to customize the solution to our needs.**



Boost Employee productivity by automating document-centric business processes and document recognition



Reduce Security breaches by controlling user access to documents



Create one central document repository by integrating docuvita with E-mail Server and insurance broker management software



Increase customer satisfaction by managing their inquiries in shorter timeframes.

About docuvita GmbH & Co. KG

docuvita enables companies managing any type of document, coming from any source. We offer a document management system that is affordable and so intuitive that it requires no special skillset to use. docuvita can be adapted to the specific needs of each individual company.

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