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SGAIM Info

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SGAIM solutions for insurance companies

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SGAIM provides outsourcing solutions that give an answer to the current problematics, in the complex information treatments of the insurance sector.

All this is reached by an integral approach, from the data and image capture, to the tools of support to work flows.

Current Problems

- Despite technological advances (Internet contracting, phone contracting, CRM, etc.), the insurance sector continues fighting daily with enormous volumes of information contained in documents, of a very diverse typology and origin. The information contained in them, is normally treated manually and introduced in the management applications of the Production, Accounting, claims Departments.
- The current scanty diffusion of managerial approved systems of electronic signature, applicable to the contracting with individuals, causes the need to emit and preserve the contractual documents in paper.
- These traditional manual treatments entail very high management costs and dedicated staff, carrying out tasks that don't fit with their professional qualification: classification, recording, retrieval of documents, etc.

SGAIM Services

SGAIM services guarantee an effective, fluid and secure management of part of this information:

- Insurance Policies Management: design of forms for its forward automated capture. Control of signatures and corrections of the contracts returned by the policyholder.
- Transmission of files with the extracted information, which are updated in the client's management application, for the automatic emission of new insurance policies with the correct data.

- Integration of images in the above mentioned application by means of URL links.

- Claim Management: automated capture of documents and data with assisted cataloguing and autocategorization software, combined with necessary action tools to complete the processing of the file. Real time monitoring of the state of the claims, of the realized and the hanging actions

- Collaborators' contracts management: attorneys, adjusters, technical personnel of repairing services, and management of work reports, etc.

- Data capture from need surveys and service level control forms by means of Optical Character Recognition (OMR) software. Statistical analyses of the extracted data.

Other examples of specific services are the following ones:

- Processes of Personnel Files.
- Processes of Purchases Files.
- Automated Treatment of Suppliers' Invoices
- Management tools and deposit in **SGAIM** of inbox and sent e-mails of the company

All this services have the common denominator of automating more the data capture, optimizing the flows of information, improving the associated costs and guaranteeing its availability in a users' shared environments.

TTID is the interactive platform of process management, with tools of action design and monitoring.

SGAIM relies on qualified staff and easy methods of integration with the client's business applications.

SGAIM Benefits

Increase of the productivity of personnel, cost reduction in information management.

Higher control, organization and permanent updates of big daily flows of information.

Immediate and permanent availability of information and images in users' shared environments.

Processing of files of diverse typology through images, without laborious manipulations or retrievals of the documents in paper format. Extraction of statistical reports of processing periods.

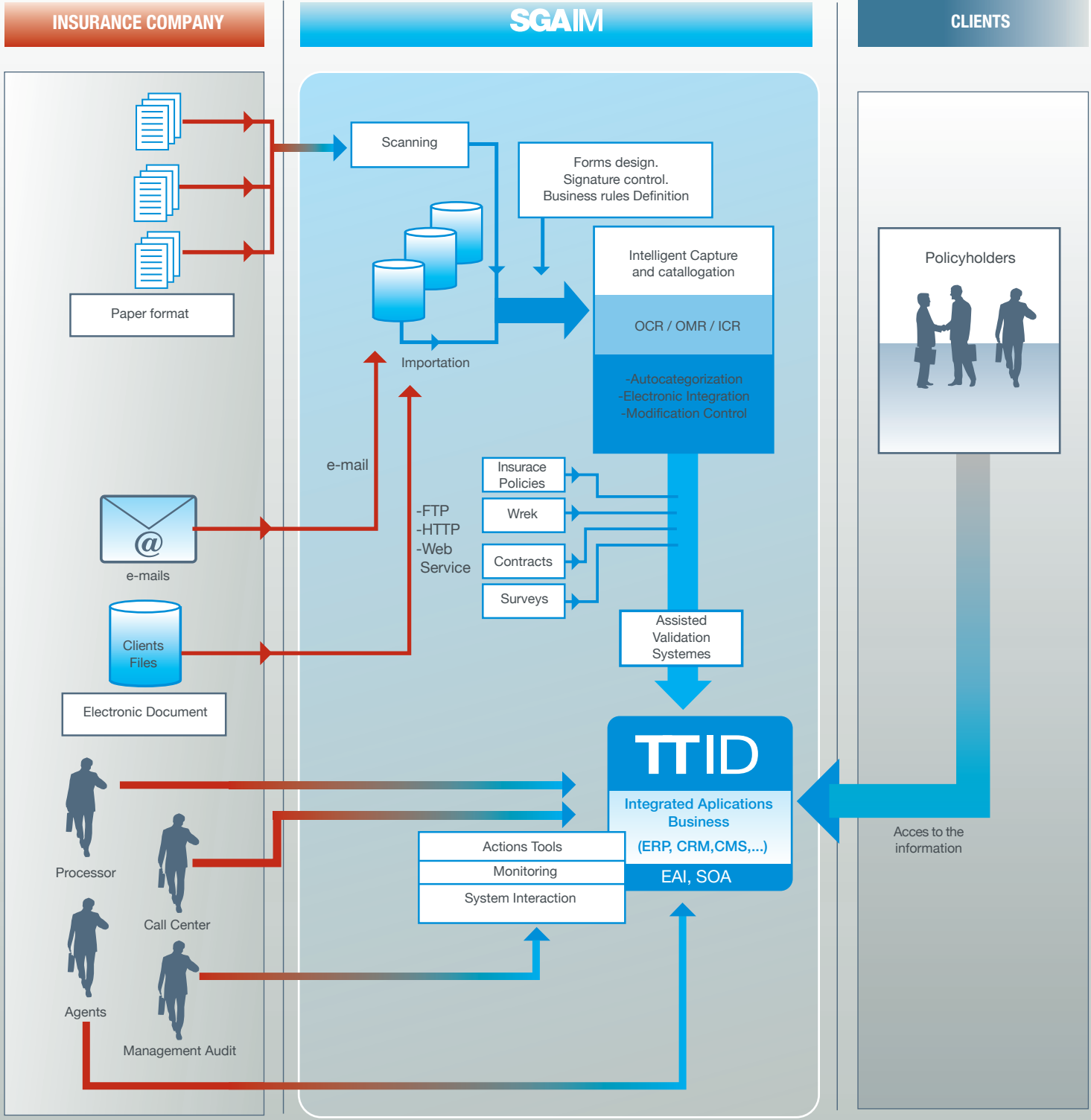
Creation of digital files from paper and electronic documents, accessible on-line from diverse departments that must provide service: Clients Attention Department and collaborator Companies, etc.

Higher level of data protection as the access to the information remains restricted by user or user groups.

Less movement of documents in paper format that contain critical information for the company, reduction of losses or damages of these documents.

Security systems by means of comparison between theoretical of documentation to be received receiving and really processed; advanced functions of validation and control.

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Information Management

ECM Solutions Portfolio

Core Solutions

- **Knowledge**DISCOVERY
- Portal e-Business
- **TTID** (Content Management System)
- Business Process Management (**BPM**)
- Integration with Business Applications
- Housing Solutions

Global Solutions

- Suppliers Invoice Management
- Invoice Management
- Telematic Invoicing

Specific Solutions

- Insurance Solutions
- Banking Solutions
- Consumer Goods Solutions

Physical Content Management

- Analysis and Diagnosis
- Computing Process
- Transfer
- Safekeeping
- Consultations
- Inserts, Reinserts
- Destruction Proposition
- Destruction
- Destruction Certificate

Records Retention & LOPD

CONSULTING

Technologies

- Intelligent Capture
- Information Organization, Taxonomies
- Selfcategorization
- Advanced retrieval
- Reporting
- Cold & e-print
- XML
- Web Services
- Data Quality Management
- **SGAIM** Electronic Signature System
- e-forms

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Content
Management

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