



# Cover-More Travel Insurance Automates Claim Processing with Xcellerate IT

Processing approximately 96,000 paper and electronic claims per year, the solution has enabled Cover-More Travel Insurance to gain greater efficiencies and reduces operational costs across Australia and internationally.

## The Client

Cover-More is Australia's leading provider of travel insurance and medical assistance provider with a growing international footprint that includes China, India, Malaysia, New Zealand and the United Kingdom.

Cover-More has been doing business in

Australia for more than 25 years, providing travel insurance to Australians travelling domestically and internationally. In 2013, they provided travel insurance to more than 2 million travelers, handled 400,000 travel medical assistance calls and coordinated 400 repatriations for travelers.

## The Challenges

The insurance sector is characterised by large amounts of paper documents and Cover-More Travel Insurance is no different – approximately 4000 physical postal items and an equal volume of emails daily. The company handles tens of thousands of medical assistance cases and claims every year and prior to digitising images, there was always a surfeit of paper files being passed around to case officers for assessment.

The majority of Cover-More's document processing was performed manually by more than 60 people in Australia alone who were dedicated to assessing and processing claims. In addition, physical shelves and storage space had to be extended to allow for storage of on-going claims. The process and costs involved with creating new claims as well as the matching of correspondence was costly, labour intensive and time consuming.

In 2009, Cover-More set out to implement a new, high quality claims processing application to automate their operations within their case management platform.

## The Solution

Through extensive analysis in the market for a leading capture solution, Cover-more identified Xcellerate IT as the preferred Kofax implementation partner to complimented their e5 platform

"There is a great deal of synergy between Kofax and e5." Said Graeme Stemmett, Technical Operations Manager – Australia & Asia.

Xcellerate IT recommended the Kofax Capture solution – providing industry leading scanning capabilities by capturing documents and forms to create digital images, extracting index data for retrieval purposes and delivering the images and associated data into e5.

**Cover-More**  
TRAVEL INSURANCE

### Industry

- Insurance

### Organisation

- Cover-More Travel Insurance

### State

- New South Wales

### Solution

- Kofax Capture

### Date Solution Deployed

- 2009





## The Benefit

Immediate benefits have been realised such as:

- Elimination of physical paper files
- More visibility over receipt of information
- Faster assessment times as documents are paired with claims faster
- Reduction in labour costs
- Increased data security as documents are immediately digitised, then archived safely
- Neater office and working environments by eliminating physical paper-based claim folders
- Reduction in document retrieval costs for physical documents as digital copy is exact
- Allowing for working from a remote location
- Claims information could not easily be tracked or traced

“We can systematically ensure SLAs are maintained with the flexibility of being able to confirm the actual scanned date. For example, if we were unable to access the work site due to a disaster, we are able to scan documents the following day and maintain original date of receipt” stated Mr. Stemmett.

In addition to cost savings, continuity, better procedures and accurate archiving, Cover-More has increased its market competitiveness as a result of implementing Kofax. Accordingly, due to the success of the Xcellerate IT solution, Cover-More are rolling out their scanning solution to all the other international regions to assist with the paper claims.

**“Cover-More is now processing claims faster, at a reduced cost with increased data security.”**

Graeme Stemmett, Technical Operations Manager – Australia & Asia.

## Xcellerate IT

With 18 years of experience in streamlining business processes, Xcellerate IT is a leading provider of business process automation solutions.

Xcellerate IT’s enterprise capture and work management solutions seamlessly integrates with major business applications, empowering organisations to increase productivity and organisational effectiveness by decreasing manual processes.

Xcellerate IT’s solutions are widely used across multiple industries in manufacturing, finance, local and state government, healthcare and a wide range of companies that require the capture of critical information from paper, electronic documents and forms.

For further information visit our website

[www.xcellerateit.com.au](http://www.xcellerateit.com.au)



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