



Discover how an international insurance organization realized **30% overall financial savings** and **100% SLA's** as a result of outsourcing its outbound print operation to EDM



At a glance



Customer
Insurance



Document Types

Statements, Insurance Policies, Checks, Letter Correspondence, Insurance Kits



Volumes

- Up to 5 million mail pieces monthly
- Up to 20 million print impressions monthly



Services Provided by EDM Group

- Variable Digital Print and Mail services
- Automated Insertion
- Kit Fulfillment
- Check Special Handling
- Composition and mail merge
- Continuous cut-sheet digital inkjet technology including monochrome, full-color and MICR capability
- Postal Presort
- Print & Envelope Procurement
- Disaster Recovery



Benefits

- Improved performance
- Reduced Costs
- Reduced compliance Risk

The Requirement

Based on current business conditions this client was looking to return to core competencies and exit the print and mail business.

The client facility located in the New York metropolitan area provided an excellent location for an EDM "Center of Excellence." This document processing super-center would incorporate EDM's print and mail fulfillment communications and data capture/ processing.

Situation Analysis

- 100+ employee
- Lease commitments to facility and equipment
- Provide critical document management for business units
- Increasing administrative, labor and benefit costs
- Continuous equipment/technology investments required to remain competitive
- Declining paper-based activities of 10+% annually
- Distraction from core competencies
- Inconsistent with green initiative



Challenges

The company was facing enormous pressure to be more efficient and reduce administrative costs while providing necessary document management services to its business units. A continued decline in paper-based activity made it challenging to continue these services and maintain client satisfaction at an acceptable cost. Increasing labor costs, long-term commitments to dedicated facilities, as well as the continued need to invest in equipment and technology added to that challenge. Although this in-house print and mail operation had admirably worked to stay on pace with these challenges, it could not meet the ever-changing document output requirements of the business units it supported.

Why EDM

EDM's core business is providing information management solutions that perfect business processes and secure compliance. By transitioning the management and operations of their in-house print/mail facility to EDM, the client was allowed to focus on its core competencies- delivering high quality financial and insurance products to individuals and corporate entities worldwide.

The EDM Solution

The client was relieved of its threefold burden of managing the People, securing the Processes, and keeping up with the constant Technology changes required to maintain best-in-class outbound client communications. EDM was able to assume these responsibilities through a seamless, cost effective transitional measures while implementing process efficiencies realized by the client's business units. Not only did this arrangement provide the obvious efficiencies and cost savings, it also offered peace of mind.

Added Value

In our work with leading healthcare, government, professional services and insurance organizations, EDM is continually retooling its operations to respond to higher demand for best practices in outsourcing, automating business processes and improving workflow.

Our strategy is not to become a standalone scanning and indexing provider, but to integrate these document capture services into our overall document management solutions. This enables our clients to outsource these functions to us and focus instead on what they do best.

Aggregating our clients' in-house operations into our own provides economies of scale and maintains a competitive profile for infrastructure, facilities and technologies. It also offers operational redundancies to ensure continuous and secure operations, market-sized production capacity and a greater breadth and depth of services.

Outcome

- Total of 30% overall savings
- 100% SLA performance
- No service interruptions
- Smooth transition of technology infrastructure
- Rebadged over 100 client employees to EDM
- Provided new career path development and growth opportunities for employees
- Assumed all real estate, equipment and software leases
- Provided immediate savings of 3%, growing to 14% over 5 years
- Extended Urban Enterprise Zone status
- EDM assumed all material sourcing functions

Contact a specialist

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