



LOUISIANA DEPARTMENT OF INSURANCE

Louisiana Department of Insurance Improves Responsiveness With Integrated Document Management

For the approximately 4.5 million people living in the Pelican State, the Louisiana Department of Insurance (LDI) assures that insurance companies and their agents are duly licensed and operating in consumers' best interest. In addition to collecting hundreds of millions of dollars in taxes and fees, LDI reviews proposed rate increases, investigates thousands of insurance fraud complaints annually, and takes legal action against individuals and businesses. LDI has 200 employees in a number of departments specializing in various segments of the insurance industry, such as health, property and casualty or life and annuity. The resulting forms, correspondence and other documents generate about 3 GB of data a year.

Prior to 2001, LDI relied on a manual document process in which aged files were stored at a warehouse facility on the other side of Louisiana's capital city of Baton Rouge. At that time, the health insurance department at LDI implemented a document management solution to increase efficiency and improve the services it offered. From the beginning, LDI sought a solution that could scale from that single department to the entire enterprise.

OnBase Supports Gradual Implementation, Rapid Returns

LDI selected OnBase integrated document management software from Hyland Software, Inc. The solution proved so successful that by the end of that year, approximately 75% of departments were using this modular solution for indexing and retrieving documents. "We saw immediate benefits when we began using OnBase," says Shane O'Quin, IT support specialist at LDI. "The goal was always to

implement document management enterprise-wide, but we wanted to be able to test it in a small implementation before rolling it out to everyone." Currently, OnBase handles about 90% of document processing.

All documents are scanned within the departments that generate them. A combination of interns and departmental employees scan the documents using one of 14 Canon U.S.A. DR-5080C document scanners equipped with Adrenaline scanner controllers from Kofax Image Products, Inc. The resulting images, which are enhanced using Kofax's VRS (Virtual ReScan) technology, are indexed and stored in an OnBase repository. In addition to incoming documents, LDI also scanned almost 5 GB of existing files dating back to 1997. The OnBase OCR (optical character recognition) module is used to create text renditions of policy forms and all associated documents. Images are stored on a pair of Dell PowerVault network-attached storage devices.

Each group within LDI has its own scan queue. Based on user privileges set by the administrators, approximately 150 employees regularly access documents necessary to do their jobs more effectively. "There was a little resistance at first because people thought it would be more work," notes O'Quin. "That all changed once they realized they could handle a question or request ten times faster. They don't have to keep an agent or consumer on hold for 15 minutes while they look for something or, worse yet, have to make a trip to the warehouse and take a chance that the document is where it's supposed to be. With OnBase, it's right there."

AT A GLANCE

Paper-based processes and off-site storage were slowing response times at the 200-employee Louisiana Department of Insurance (LDI). OnBase integrated document management now provides secure enterprise-wide access for a repository that grows by approximately 3 GB annually.

BENEFITS

- Files are reviewed and action taken in 1/3 of the time or less
- Dramatically improved customer service
- Quickly scaled from departmental to enterprise
- Relatively seamless export eliminated redundant server administration

APPLICATION

- Enterprise Content Management

ONBASE SOFTWARE

- OnBase Client
- Document Imaging
- Document Retention
- Export
- OCR

COMPLEMENTARY PRODUCT INTEGRATIONS

- Canon USA DR-5080C document scanners
- Kofax Image Products, Inc. VRS software and Adrenaline scanner controllers
- Dell PowerVault network-attached storage devices and PowerEdge server

Additional Modules Provide Nearly Immediate Payback

Perhaps one of the biggest challenges to the OnBase system came when LDI recently consolidated its operations in a single building. At the time that the OnBase system was initially implemented, the health insurance division was in a separate building due to space restrictions. When LDI consolidated operations in a single, larger facility, it also opted to consolidate data on a larger Dell PowerEdge server and upgrade its OnBase version.

“Between LASON [a national systems integrator and authorized OnBase reseller], Hyland, and the classes we took at Hyland, it was basically a seamless data transfer,” comments O’Quin. Other than services, the consolidation required only the purchase of an OnBase Export module. O’Quin contends that the cost justification was almost immediate based on the reduction in server maintenance and the inconvenience of having to log in to separate servers.

LDI plans to continue to capitalize on its OnBase investment by implementing the OnBase DIP (Document Import Processor) module. This will allow LDI to import online tax forms into the OnBase system. After agents submit forms, they will be automatically indexed and imported into OnBase using the DIP module. The data will also be integrated into an internal tax department database, reducing processing time and labor.

The increased efficiency realized by implementing OnBase has helped LDI to fulfill its mandate to the taxpayers of Louisiana. “Files are reviewed and action taken in a third of the time, if not faster,” says O’Quin. “When we can handle a concern in a few minutes, it makes us look better and proves that we are using technology effectively to serve our constituents.”



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