



DocuClassTM
by Cima Software

Success Story



Alternative Service Concepts
Loyalty • Integrity • Flexibility • Expertise

Customer Profile

Alternative Service Concepts, LLC (ASC) is a full-service third party workers' compensation, property and liability claims administrator recently named a 2014 Best Places to Work in Insurance by Business Insurance magazine, needed to streamline the management of their customers' claims paper based process. With this in mind, in 2012, ASC decided to invest in a world class TPA tailored enterprise content management solution in order to achieve the following goals:

- Increase productivity and competitiveness
- Reduce costly paper handling and manual routing
- Achieve quicker responses
- Receive incoming emails faster
- Provide better service to its clients and claimants



"Prior to DocuClass, paper documents were routed from the mail room to the claim administration staff resulting in a lot of paper movement. Now, incoming mail documents are scanned into DocuClass and assigned to the appropriate adjuster. The adjuster is receiving the documents faster than the prior paper work flow. DocuClass has also reduced the time our adjusters spend working a document as they no longer need to handle paper and file documents into paper claim files."

Keith Layne
Sr. Systems Manager
ASC

Solution

With the implementation of the DocuClass TPA, the mail room staff now scans the paper documents and through a workflow process, assigns the electronic image to the adjuster. Adjusters receive a notification that the document is available in DocuClass and as a result can service the documents much faster. After the adjuster performs the tasks related to the document, the document is "finalized" in DocuClass and becomes a permanent part of the electronic file for that claim, easily accessible for review, verification or auditing by authorized personnel.



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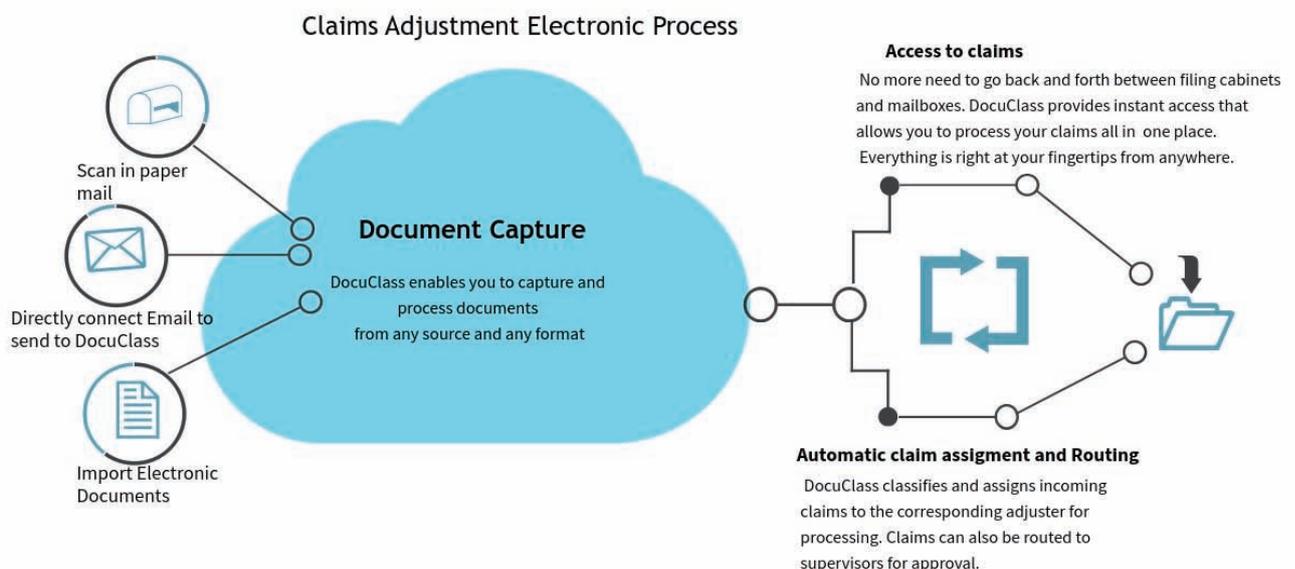
Solution - continued

With DocuClass, the adjuster receives emails from insurance companies and claimants and can immediately send the electronic documents from Outlook directly into the DocuClass system and assign the document to the claim. The body of the email and any attached documents from the email are electronically captured and sent directly to DocuClass and becomes a permanent part of the electronic file for that claim easily accessible for review, verification or auditing by authorized personnel.

Any paper documents received and/or associated emails are indexed in DocuClass so they can be retrieved as an entire claim record with easily defined search criteria.

Benefits

- DocuClass drastically reduces the need for paper movement, from mail room to adjuster. Adjusters receive documentation faster, allowing them to spend more time working with documents.
- DocuClass will also reduce the time to process the documentation allowing easy search across electronic files. Each claim is processed faster without the need to file paper and search a filing cabinet.
- Decrease paper use and processing costs by at least 35%



To learn more, please visit
www.cima-software.com