

Global Aerospace

DOCOSoft
The document management company

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Image Communication

Global Aerospace

Background

- Global Aerospace is the world's largest aviation insurance group.
- They were created in 2001 when British Aviation Insurance Group (BAIG) and Associated Aviation Underwriters (AAU) merged.
- Global Aerospace insures most international airlines and the largest manufacturers.

Customer Requirement - Business Issue

The customer had a number of business issues prior to choosing an Electronic Document Management supplier:

- Removal of the large paper archive on-site.
- Consolidation of paper based information with electronic information stored in the underwriting system.
- Documents must be secure – accessible to authorised users.
- The documents must be retrievable remotely.
- The system must be simple to administer - carried out centrally.
- The system must be familiar to users – negating the need for extensive user training.

Requirement Analysis

1. Volumes of paper files had reached a point where not only were they becoming difficult to manage but also the space taken up was excessive.
2. Factors including physical filing, cost, employee access and floor space were a consideration.
3. Issues of document security and audit trail existed.
4. Contractual obligations meant that all documentation had to be maintained and available for a large period of time.

Document Workflow

- Paper documents previously stored in large filing cabinets.
- Manual filing/retrieval was time consuming.
- Files removed from the archive were out of circulation for long periods of time.

Solution Delivered

The proposed solution had to be upgradeable/customisable & integrated with existing insurance systems.

The **DOCOTreasury** system was installed with 10 full administrative clients and 100 API client licenses for integration with the underwriting software.

Ongoing data input is provided through multi-page Ricoh scanners.

New Processes

- All documentation passes through the scanning department. Piece by piece, the paper documentation is taken out of circulation so that the underwriters must use the electronic archive.
- Any system user, with permissions, can quickly retrieve files based on the information in the underwriting system.
- Users can retrieve and view up to 280 different file formats without the need for a native application.
- Multiple, concurrent users can view the same document(s) enabling collaborative working.
- Audit trail can be used to monitor events and amendments made to documents and established data for archiving purposes.

Benefits

- Fast and efficient access to digitised files from the desktop.
- Reduction in administrative steps required managing the repository.
- Enhanced document security.
- Negated the need for on-site storage.
- Enhanced management of documents.
- Thin-client, web-based solution is easy to administer.
- Ease of use ensures maximum system utilisation.

Why the system was chosen?

The following paragraph outlines an email sent from Sandra Sullivan to Docosoft with the reasons why we were awarded the contract.

“You will be very pleased to hear that The IT Steering Group agreed unanimously with our recommendation to go with Docosoft.

The main deciding factor was that we feel Docosoft is well-established as a product. The response from the reference sites we visited has been good in terms of the product, integration with in-house systems and on-going support. The solution implemented at Merrill Lynch is very close to what we want to achieve here. We were also satisfied with the professionalism throughout the decision process and feel very confident In both the product and the people behind it.

FYI the decision was approved by the following senior management:

- * Chief Operating Officer - Global US**
- * Head of Finance - Global UK**
- * Chief Financial Officer - Global US**
- * Executive Vice President, Claims - Global US**
- * Integration and Planning Executive**
- * Senior Vice President, General Aviation Underwriting, Global US**
- * Controller Management Services - Global UK**
- * Group Head of IT**
- * Chief Information Officer - Global US**

We look forward to working with you all.”

Sandra Sullivan – IT Support Manager