Documents In Context™ At Work

Aviator Software helps Fortune 500 insurance company get control of e-mails, correspondence and office documents

The Challenge

Simplify access to valuable customer information stored in e-mails and documents

The Solution

Aviator Software's Documents In Context™for the insurance industry extends the company's existing customer accounts database, e-mail and office systems

The Benefit

All the customer information is now easily accessed from a single place, dramatically improving core business processes

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The insurance company is a national carrier with diverse business lines in commercial and consumer insurance. One of the company's divisions recently completed a multi-million dollar overhaul of their customer accounts database, which tracks customer and contact information, addresses, policies, claims, calls, events and much more. Unfortunately, the customer accounts database does not capture the growing amount of unstructured customer information such as e-mails, correspondence and office documents. To access this information, employees were forced to search through filing cabinets, shared drives, e-mail folders and other document stores.

The company needed to centralize and manage all of this information so employees could access the information quickly and easily in context with their existing systems and business rules.

The company selected Aviator Software's Documents In Context Solution to capture and manage all their customer e-mails, correspondence and office documents. Now employees can access and manage documents from within the customer accounts database or in common office productivity applications like Microsoft Office®. The solution's tight integration with Lotus Notes® was particularly attractive, because e-mail is fast becoming the company's primary source of unstructured customer information.

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Today, employees no longer have to navigate multiple applications to find the information they need. For the company, Documents In Context offers more control of customer information to:

- improve the efficiency of core business processes;

- improve the ability to audit correspondence and forms;

- reduce costly mistakes due to misfiled, inaccessible or missing information;

- eliminate paper-handling activities;

- improve the visibility of customer information throughout the organization.