

// Capture

MAIL OPENING,
EXTRACTION AND SCAN

Mail Opening, Extraction and Scan

- Receive, identify and index mixed documents and attachments without manual sorting
- Immediate document ID
- Image the envelope
- Remote or centralized locations
- Process myriad sizes, colors, and thicknesses

Underwriting

- Reduction of handling time by elimination of paper
- Manage all documents regardless of type and origin
- Easy access to all underwriting documentation within policy file
- Automation of requests for supporting documents with workflow

Claims Processing

- Review claim files quickly and navigate to specific documents
- Apply business rules to manage process controls – authority levels, approval process, etc.
- Automate notifications to adjusters, agents, vendors and claimants
- Provide management with accurate productivity statistics
- Know where a claim is at all times in the process

Archival

- One-click access to all documents for lifetime of document
- Simultaneous viewing by multiple parties with security clearance
- Save time, money and storage space
- Electronic backup ensures redundancy



ACORD XML

CLASSIFICATION & DATA CAPTURE

Document Capture and Classification

- Decreases manual prep time and eliminates separator pages, and bar codes
- Automatically identifies the type of document
- Route documents to correct business process or workflow queue
- Automatically determine which pages make up a single document

UNDERWRITING

UNDERWRITING CHECKLIST

CHECK FOR DOC DEPENDENCIES & ROUTE

UNDERWRITE & ISSUE POLICY

PROCESS CLAIM

DETERMINE CLAIM TYPE, DOC DEPENDENCIES & ROUTE

REVIEW LOSS NOTICES, PHOTOS AND ESTIMATES

CLAIMS

// Workflow

// Archive

I CUSTOMER SERVICE I

Integration

KeyRoute seamlessly integrates with virtually every Windows-based, web-based or character-based accounting software, regardless of the platform.

Archive and Retrieve

KeyRoute's electronic archival saves time, space and money through faster retrieval. It also permits electronic backup, ensuring redundancy. The system allows multiple users from different locations to retrieve, view, print and distribute files.

Customer Service

- Solve customer service issues faster
- Reduce the support staff needed
- View status regardless of where something is within the process
- Ability to view document history
- Send documents via e-mail, print or fax based on security privileges

Line of Business Applications

- Integrates with virtually any LOB Application
- Document Generation Systems
- Policy Administration Systems
- Claim Handling Systems
- Customer Relationship Management

CUSTOMER SERVICE / POLICY ADMINISTRATION / CLAIMS