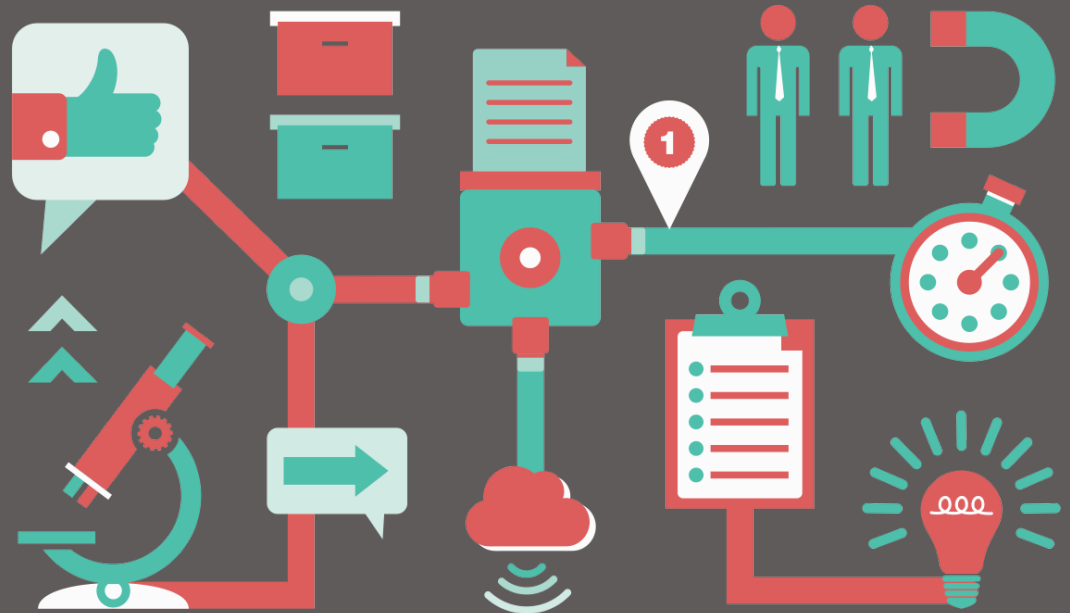




Allianz Australia

Integrating Information Exchange with Claims Processing



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Allianz Australia



- » Allianz Australia holds over 2 million policy holders, employs over 3,500 staff, and is the largest private Workers' Compensation insurer in Australia
- » Allianz depends on the timely receipt of thousands of documents daily in order to communicate with various parties

The Challenge

- » All faxes received by Allianz were paper-based and had to be copied and kept on file as part of the company's record management system
- » The process was time and labour intensive as well as exposing Allianz to vulnerabilities as a result of the manual processes

“We needed a system that could integrate and handle the large volume of fax which was now coming through the organisation”

James Harrison, Technical Project Manager, The Allianz Group

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The Solution

- » In partnership with Axient, Allianz introduced a new custom built claims management system, developed to integrate with Lotus Notes
- » The system – the “Allianz Claims Management Processing System (ACMS)” now processes thousands of claims daily

“ Fax remains an important channel of communication in the insurance industry. We receive thousands of faxed documents hourly from brokers and other third parties, including claims forms, police reports, witness statements and repair shop reports”
said Harrison

- » Over a period of four months, Axient re-engineered the fax system and moved Allianz Australia across to a robust, highly available, enterprise fax solution

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The Results

- » The difference the new system has made to Allianz has been described as 'extraordinary'
- » Unreliable manual processes have now been replaced and all faxes are managed electronically and backed up every night
- » Allianz is now reporting faster, more secure and reliable claims processing with little to no errors and all their databases are now fully integrated

"After only 18 months the system has paid for itself. We have found the Information Exchange Solutions from Axient easy to integrate with other systems and now see it as an essential part of our imaging and workflow system." James Harrison

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Our strategy is to be the information exchange conduit between organisations'. When an organisation needs to put information in the hands of someone else, **Axient** is the partner of choice.



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