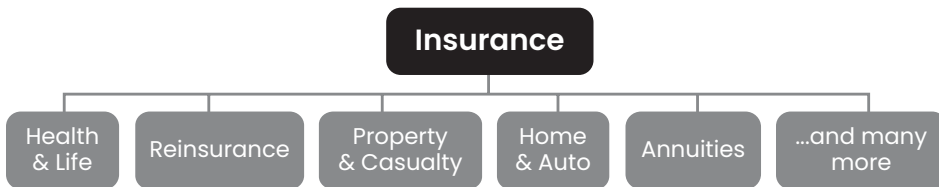




Digital Transformation in Insurance

Adlib enables insurance organizations to improve the overall customer experience by optimizing the efficiency of document-centric processes—from claims management to customer on-boarding to data retention, by integrating Data Discovery technology into key business and content management systems, while automating document conversion and enhanced capture.



Adlib is ideal for insurance organizations that require accurate, highly available and regulatory-compliant data enrichment solution that can scale across the enterprise. By enriching data and feeding it into the appropriate workflows and repositories, Adlib allows enterprises to improve business outcomes and bring speed and agility to all customer-facing processes.

- Provide customers with a better, more consistent communication experience when requesting quotes, submitting policies, executing renewals and managing claims
- Enhance capture and conversion aspects of business processes including claims management, forms management, email ingestion, report processing and archiving, while reducing the chances of human error
- Improve the usability and efficacy of content and enable the findability of data in scanned documents and images through enhanced Optical Character Recognition (OCR). Once completed, apply intelligent image recognition to auto-classify and compare forms, contracts and other documents to optimize de-duplication, data extraction, and document classification processes.
- Meet archiving demands by leveraging Adlib’s metadata-driven rules-based engine to automatically convert content—from emails to claims—into PDF/A, the ISO standard for long term retention

ARCHITECTURE HIGHLIGHTS

Enterprise-Wide Deployment

Deploy as a service shared across enterprise applications, business departments and geographic locations.

Massively Scalable

Scale easily for added capacity to meet growing conversion job volumes.

Integrations

Integrate with Enterprise Content Management tools like OpenText Documentum, IBM® FileNet®, OpenText® ECM Suite, and Microsoft® SharePoint®, as well as other business tools and repositories like K2® and Nintex®.

Performance-Oriented Load Balancing

Ensure high utilization of Adlib resources for optimal performance.

Adlib automates, integrates and centrally manages Data Discovery and enrichment processes to improve the efficiency of document-centric processes for insurance organizations.



Content On-Boarding:

Leveraging high-definition conversion, Optical Character Recognition (OCR), XML output, document comparison tools and more, insurance organizations rely on data discovery and document conversion to improve document on-boarding of emails, claims submissions, contracts and other business-critical documentation. With Adlib and its rich ecosystem of partners, organizations can use content extraction functionality—taking key information like altered contract clauses to an XML output for review—and even document classification to rapidly assess what content they have in their system.



Automated and Integrated Content Processing:

Adlib uses a powerful Rules Engine for configuring metadata-driven document workflows that reliably automate business processes and apply specific instructions at the document level. Adlib enables organizations to merge various documents into a PDF, add enhancements, assign priorities and more. Adlib's open platform allows for easy integration through the connector framework via the Professional Services team, and a web services interface between Adlib and any external client application. Additionally, Adlib can be integrated with key business systems like ECM, Workflow and Business Process Management software. Adlib can also be integrated through a simple Folder Connector that actively monitors folders for content, as well as an Exchange Connector for working with Microsoft® Exchange®.



Document Output:

High-definition document-to-PDF conversion supports greater collaboration and archiving as well as compliance. Adlib enables insurance organizations to create compound documents with automatic tables of contents—as required in briefing books, research notes, case management processes and other documents—and enhances the files by exposing system metadata. As a result, the document is more efficiently found and searched, thumbnails are created for effective use of time and file sizes are optimized for easy collaboration over email or mobile. End users don't need proprietary viewing software and content can be seen on any device.

Features of data discovery and enrichment solutions in insurance organizations



High-definition conversion with automated rendering of 300+ file types—including Microsoft® Office®, Lotus Notes®, CAD drawings, images, faxes, scans, emails, maps, forms, charts and other types of content—ensuring output exactly matches source content, regardless of original source.



Rendering of documents as thumbnail images, enabling previewing of document contents before selecting and downloading full documents.



International support for documents in multiple languages to ensure content can support global requirements. High-definition rendering ensures accurate conversion of unique letters and symbols, and Adlib's OCR library includes support for major Asian character sets and over 123 languages.



Enhanced search capabilities through conversion of images into fully searchable PDFs—including JPG, CAD and vector graphics—through advanced Optical Character Recognition (OCR).



Lower TCO through the enterprise server-based solution, which provides lower licensing, IT, administrative and training costs.



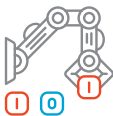
Intelligent capture technology ensuring all files—whether paper or digitally born—can be converted to standardized PDF format for efficient viewing, delivery and archive.



Increased efficiency by meeting SLAs through enhanced productivity and reliability where client workstations remain unaffected by document workflows, updates or add-ons.



Archived content for long-term retention and access across all devices via automated publishing of documents and images to PDF or PDF/A—from various source files including Lotus Notes—which also eliminates reliance on native applications.



Intelligent and automated document assembly and merging through the application of tables of contents, headers/ footers, watermarks, active hyperlinks, digital signatures and security settings.

