

**Customer**

Gore Mutual Insurance

Much less paper. Much more productivity.

**Key Benefits**

- 100% growth over five years
- Inquiry response times sped up by two to three days
- Assured disaster recovery of critical information within minutes



# Much less paper. Much more productivity.

## The Client

- Canada's oldest property and casualty insurance agency
- Two main locations including headquarters in Cambridge, ON (50 miles southwest of Toronto)
- More than 300 employees and another 300 independent brokers offering complete lines of commercial and personal insurance

## The Challenge

All insurance companies create, use and store a tremendous number of documents, including contracts, policies, applications, and multi-part claim forms. Gore Mutual Insurance wanted to move from paper-based manual processes to smarter, digital document processing in a logical yet timely way.

Gore Mutual used to have file runners on every floor of their building. Three individuals alone were dedicated to the mailroom, where they found and delivered files by hand to various departments and employees. Gore needed a system that could improve customer service, make work more efficient, and save the company money.

## Requirements

- Speed communications to and from customers, staff, and brokers
- Improve customer service, optimize workflow, and reduce costs with a scalable solution
- Put an electronic document management system into place that works for all stakeholders while providing security and compliance

## The Solution

Gore Mutual first chose flatbed scanners and then selected two **Kodak i620 Scanners\*** along with a modular Enterprise Content Management (ECM) system to grow with their company's needs.

Microdea, a Canadian supplier of advanced document workflow and process management technologies, recommended **Kodak Scanners** as front-end capture devices well matched with their own **Synergize** software solution.

"We began by phasing in digital document management department by department," says Vicky Cole, Manager of Document Services. "In the end, we were able to replace a staff of file runners and productively use space that used to be devoted to file storage."

## Results

Achieved **100%**  
sales growth in five years  
with existing mailroom staff

- Eliminated two- to three-day broker wait time for paper copies of documents, raising customer and broker satisfaction to an all-time high
- Claims department now processes multiple documents simultaneously, improving speed and accuracy of service
- Equipment is easy to operate and maintain
- Employees have real-time access to client data
- Document printing and related costs greatly reduced because of instant, digital access to information
- Possibility of lost or misplaced paper documents no longer an issue
- Disaster recovery now possible within 90 minutes

"**Kodak Scanners** and our document management system have allowed us to do with 13 people what would have taken at least 30 using our old paper-based system."

Vicky Cole, Manager of Document Services, Gore Mutual Insurance

## Want to learn more?

Call: 1-800-944-6171

[www.kodakalaris.com/go/docimaging](http://www.kodakalaris.com/go/docimaging)

## Kodak Alaris Inc.

2400 Mt. Read Blvd.  
Rochester, NY 14615 USA  
1-800-944-6171

## Kodak Alaris Operations Canada Inc.

Mississauga, Ontario  
Canada L5W 0A5  
1-800-944-6171

\*The **Kodak i620 Scanner** has been replaced by **Kodak i5200**, **Kodak Ngenuity 9090 DB** and **DC/9125 Scanner** options.