The need to cut costs, improve expense ratios and be more effective against fierce competition is driving insurance firms to find ways to increase operational efficiency and productivity. It also is becoming even more important to work closely with distribution channels in order to deliver benchmark customer loyalty.

One proven answer is to reevaluate your document management. Leaders in the industry are focusing on personalizing customer communications, imaging and archiving, and streamlining output.

Fortunately, Xerox teams with industry associations to meet industry standards and design solutions to improve key business processes within the insurance industry.

The resulting in-depth experience enables us to help you accelerate your product time to market and to process policy applications and claims more efficiently. This leads to a big cost reduction through Smarter Document Management.SM

Xerox Global Services today offers an impressive set of solutions for the insurance industry. This, along with many years’ experience consulting for insurance firms worldwide, puts Xerox in a unique position to meet your document management challenges.

We’ll help you integrate document production, handling and archiving in ways that improve efficiency and cost-effectiveness. Plus, we’ll show you how to reduce document process cycles to achieve more revenue and better security.

We welcome the opportunity to demonstrate how our time-tested solutions can benefit your organization’s document processes, communication effectiveness and data integrity.

V. Dale Sedgwick
VP Financial Services
Xerox Global Services
Industry Overview Brief: Insurance

Following is a brief introduction to services Xerox offers the insurance industry.

**Cost Reduction**

**Office Services**
Controlling costs in the office is a highly complex challenge, but one that can yield substantial savings. Xerox Office Services enables insurance companies to reduce costs and improve productivity by optimizing device utilization, tracking assets and managing supply services throughout the enterprise.

**Production Optimization and Print Management Services**
With over 15 years of in-depth experience in the print production field, Xerox Global Services can help insurance companies make their print operations work more efficiently as well as lower the costs of offset printing by up to 25%.

**Document Outsourcing and Communication Services**
By letting Xerox handle critical documents and document-intensive processes, you can free up employees to focus more on customers or other tasks.

**Business Processes**

**Cost-efficiency benefits.** Efficiently integrating electronic content, data and hard-copy records can greatly improve broker satisfaction.

**Customer and Broker Loyalty**

**Imaging and Archive Services**
Tomorrow’s insurance industry winners will reach for more efficient techniques to address a host of initiatives. For example, digitizing and storing documents to make them easier to find, modify and share.

**Policy Application to Issuance**
Xerox solutions such as digital repositories and customization and personalization of communications materials can help brokers streamline the policy application-to-issuance process. Reducing turnaround time and potential for errors can go a long way toward improving both producer and customer satisfaction.

**Regulatory Compliance**

**Corporate Litigation**
The complexity of financial issues makes litigation exceptionally document intensive. Xerox understands this and offers solutions to reduce risks and costs.

Online Knowledge Sharing
Visit our web site today for more resources relating to business processes in the insurance industry, including:

- Case studies for Prudential Financial, Inc., as well as another major financial services company
- The white paper “Initiating Change in the Financial Services Industry”
- Various consumer videos, such as “Streamlining the Way Your Office Works” and “Bringing the Power of Digital to Documents”

Find these and more at www.xerox.com/insurance.