Xerox® Workflow Automation Solutions for Life Insurance

Automate insurance processes for efficiency and richer agency relationships.
Our capabilities include mobile and electronic data capture, imaging, document recognition and work process automation, delivered into a core platform that manages electronic content and integrates with other key life insurance systems. The solution facilitates employees’ access to the information they need to do their jobs effectively from wherever they are, and to simplify data sharing between systems.

Benefits include:
- Expedited turnaround time for claims processing
- Faster agent compensation
- Quality customer and agency support in an omnichannel environment
- Consistent access to policy data whether in the field, contact center, regional office or carrier headquarters
- Secure access to a central, online repository across the insurance network
- Integrated data capture and storage capabilities irrespective of source or formats
- Records management and integrated reporting capabilities to support your compliance and SLA efforts

Technology, society and the economy are all changing at a rapid pace. Life insurers face challenges from changing demographics, interest rates and regulations. As a result, life insurers need to create efficiency with multiple distribution channels in an “on-demand” economy, ensure policies are converted promptly while constantly refining the rating, risk assessment, application and policy production process.

Xerox® Workflow Automation Solutions for Life Insurance are designed to speed up the client onboarding, policy issuance and claims processes by replacing manual, repetitive and error-prone tasks with automated workflows for agencies and carriers. The Xerox® solution provides life insurers with the tools needed to support their agents and brokers with a fast turnaround time from application to billing to agent compensation.
Increase your underwriter’s ability to manage new business and decrease processing times for writing new business.

**Xerox® Workflow Automation Solution for New Business Processing**

New business processing can be a manual, paper-intensive process. The Xerox® Workflow Automation Solution for New Business Processing makes it easy to capture and manage application forms, customer identification documents and other onboarding information within a secure, integrated environment. This solution can optimize all aspects of this process, helping reduce labor costs and cycle times, and improving the customer experience during the first critical interactions with your company.

**Xerox® Workflow Automation Solution for New Business Processing enables insurance companies to:**
- Improve, accelerate and shorten the new business processing intake and processing function
- Maintain data accuracy and route relevant data into integrated core systems and processes
- Meet the demands of customers regardless of the channel being utilized

**Xerox® Workflow Automation Solution for Policy Processing**

The Xerox® Workflow Automation Solution for Claims Processing improves the end-to-end process by storing information in one central location and utilizes business process management tools to automate tasks such as verifying medical history and tracking information that is missing or required. Because our solution integrates with other third-party and proprietary systems such as illustration, rating and policy administration, underwriters can access the documents and data they need from a single interface.
**ACORD Application Processing**
The Xerox® Workflow Automation Solution for ACORD Application Processing captures data from ACORD forms and automatically exchanges that information with other applications. By transforming this manual, error-prone process into a fully automated controlled practice, underwriters have faster access to the information they need and can spend more time on other tasks.

**With the Xerox® Workflow Automation Solution for ACORD Application Processing,** 
life insurers can:

- Manage the inbound applications received from any distribution channel
- Automatically route documents into specified application sections, including multi-line policies
- Automatically route to a designated underwriter

**Reporting and Analytics**
With our reporting and analytics tools, we can provide your organizational leaders with access to data about the status and performance of their document processes, when and where they need it. With Xerox® Workflow Automation Solutions for Life Insurance, you can transform raw data into reports and rich visualizations, identify patterns quickly and accurately, pinpoint opportunities to reduce waste and costs and better allocate resources to enhance business outcomes.

**Life Insurance Systems Integration**
Xerox® Solutions for Life Insurance integrate with key life insurance policy systems and applications like EXLServices LifePro®, LabOne® and Medical Information Bureau (MIB), as well as homegrown mainframe applications. This means that claims adjusters, underwriters, agents and brokers have access from within their preferred application or system without having to toggle back and forth between systems. This lowers the barrier for new hires and helps speed up customer-related activities.

**Cross-Industry Solutions**
At Xerox, we believe that work can work better. By improving the flow of work, simplifying and automating your document-centric processes, Xerox® solution tools can help you cut costs in every department and office across your business. Beyond the business processes that drive your revenue streams, we offer cross-industry solutions to enable you to lower costs associated with your management of human resources, compliance, finance and accounting, operations, mailroom and more.

**Our Services**
**Managed Print Services**
Xerox, the global leader in Managed Print Services (MPS), can help organizations of all sizes manage and reduce printing cost and volume, optimize device fleets and help you transition from paper-based to digital ways of working.

**Workflow Automation Services**
Our team of solution specialists can help you automate and simplify your critical document-centric processes to reduce cost, and support your compliance and customer satisfaction efforts. We offer discrete software and hardware solutions, plus design, integration, customization and deployment services, employee training and ongoing technical solution service and support.

**Business Process Outsourcing Services**
Xerox® Business Process Outsourcing can help you drive efficiency and growth in your core business processes, and offload non-core activities for increased agility and cost savings. Why invest in non-core technology when Xerox can provide you with a modern and fully optimized solution?