

# Arig in Bahrain digitally manages 2.5 million document pages with Xerox® DocuShare® Content Management Platform

“Another benefit obtained from DocuShare is in relation to our Disaster Recovery plan as all historical documents are now stored online and are backed up on a regular basis.”

– Simon Cox, Director, Information & Communication Systems, Arig, Bahrain



## ABOUT ARIG

Offering a broad range of products and services, Arig is a reinsurer that has built its reputation on stable security, the expertise of its people and a strong focus on fulfilling customer needs.

## CASE STUDY SNAPSHOT

### The Challenge

- Locating physical policy documents was a cost-intensive, time-consuming process
- Paper-heavy processes led to a severe policy document backlog
- Improving client relationship management was difficult without easy access to documents

### The Solution

- Xerox® DocuShare® Content Management Platform

### The Results

- Quick and easy document indexing, search and retrieval
- Improved processing and client response time
- Drastic reduction in off-site hard paper storage



## CHALLENGE

Reinsurance companies often need to access policy documents; many can date back several years. Finding a single document within the storage location is a cost-intensive, time-consuming process.

Companies are paper-dependent. Paper documents support several business processes. However, those who work with paper documents affirm that paper means pain. On the other end of the spectrum, paper documents can easily make or break a company.

At Arig, the need for digital document management came at a time when the policy documents backlog posed a severe problem in terms of searching and finding required documents. In addition to streamlining internal procedures, the conversion of the huge document archive to an easy-to-use online database was crucial to improving client relationship management as a company goal was to significantly decrease its time-to-process period for its clients

## SOLUTION

When Arig decided to digitize their backlog of paper documents and store them in a secure database, it chose the Xerox® DocuShare® Content Management Platform.

DocuShare is a web-based solution that provides a digital repository for better document access, sharing, control and collaboration. DocuShare is flexible and easy-to-use; enables the management of a wide range of digital content; and automates business processes.

The digitizing, archiving, indexing and document management solution was implemented at Arig by Xerox-Bahrain, representatives in Bahrain for Xerox Corporation, the leading global enterprise for business processes and document management. The entire scanning and indexing process conducted by Business International lasted just over eight months, under very strict conditions.

With policy documents now located in a digital repository, Arig employees can quickly access all archived information, saving valuable time and responding to their clients quicker.

## RESULTS

“The scanning project has drastically reduced the volume of off-site hard paper storage, which has eliminated the need to search for any new location to meet future growth. It has also removed the current requirement of staff travelling to the warehouse to locate old documents as they are now all online and can be obtained from their desktops,” said Simon Cox.

DocuShare accommodates all types of files, from scanned documents to electronic documents and e-mails, even video files, allowing for quick indexing and ensuring fast and convenient search and retrieval. The DocuShare content management platform integrates with other systems and facilitates communication among employees, through email notifications or alerts and automatic forwarding of content for approval.

“With the help of Xerox® DocuShare, our employees can instantly access any document or file alongside the business application, which improves processing time. This is especially beneficial for historical documents that were originally stored off-site.”

### XEROX® DOCUSHARE®

Xerox® DocuShare® is the easiest way to digitize, automate and manage your business content and processes whether on-premise or in the cloud.

Whether you have 10 employees or 100,000, this mobile-friendly, intuitive, cloud-enabled enterprise content management platform has the tools to help you start working better today.

Learn more at [xerox.com/ecm](http://xerox.com/ecm)