

Swiss Life

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Thomas Hübner
Head of Applications Management
Swiss Life



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While new insurance documents were already available to Swiss Life people as digital images, they still had to consult the stored paper files. The next logical step was thus for the company to digitise its archives, and Swiss Life issued an invitation to tender.

Thomas Hübner explains the choice of Iron Mountain: “We had already had very good past experience with Iron Mountain in the area of paper archiving. In addition, we were convinced that the company could supply all the services associated with archiving, scanning, transporting files, and data exchange from one source. Last but not least, the good price performance ratio and the confidence-inspiring meetings in advance of the contract were crucial.”

SOLUTION

Over a period of four months Iron Mountain scanned around 80,000 files full of paper in 18 batches at an average of 4,500 per week. The scans were electronically transferred into the Swiss Life digital archive daily. Authorised Swiss Life employees can now easily access them direct from their desktops.

Iron Mountain continues to manage around 20,000 archive boxes for Swiss Life, and some 2,700 new documents are added every day. If the insurer still needs the original paper files, Iron Mountain offers a 24*7 online service to find and order

them. To facilitate that process, Iron Mountain has indexed the documents with individual bar codes.

Original documents are delivered to Swiss Life within 24 hours. To ensure they do not fall into the wrong hands while in transit, Iron Mountain uses its own secure vehicle fleet with additional safety devices such as GPS tracking.

VALUE

Prior to signing the outsourcing contract with Iron Mountain, Swiss Life conducted a return on investment analysis. Those calculations showed that the investment for the external archive service would pay back in just over three years. The analysis also showed that significant benefits would result from the digitisation exercise.

Now around 33,000 digital documents are accessed every month, for example for the purpose of paying life assurance policies. The time spent accessing documents has been slashed and several persons can consult an electronic file at the same time. That's made business processes more efficient, reduced costs, and improved customer service.

“We have been able to reduce our delivery and access costs to practically zero,” concludes Thomas Hübner. “We are satisfied with Iron Mountain's services, as the team has really identified with our project and attaches great importance to quality assurance.”



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