

Building Industry Association of Washington

MINOLTA Conversion to Legato

Implement the conversion of Building Industry Association of Washington's claims applications to Legato.

"ImageSource provided BIAW with a critical migration path that allowed our operations to continue to receive the benefits of an Integrated Document Archive and Retrieval System without incurring significant downtime."

Thomas
Kwieciaki,
Administrator of
Insurance
Programs -
BIAW

Case Summary

Building Industry Association of Washington had been using another imaging system for its claim processing. The conversion to Legato migrated images and associated index values into the Electronic Document Management System solution.

The Challenge

The Building Industry Association of Washington (BIAW) represents more than 9,000 member companies that want taxes and regulations limited and to expand free enterprise. The association is dedicated to ensuring and enhancing the vitality of the building industry for the benefit of its members and the housing needs of citizens. Their primary focus is to interact with the Legislature, regulatory, judicial and executive government agencies as the voice of the housing industry for the State of Washington.

BIAW had been using another imaging system for its claims application processing. This product was going to be discontinued and they wanted to evaluate other product lines. BIAW had been dissatisfied with the lack of project management and post sales customer support from the current vendor.

The ImageSource Solution

The conversion involved migrating the claims application. The images and associated index values stored in a proprietary Minolta DocXnet database and file format were ported to an EMC – Documentum Xtender product suite. Kofax® Ascent Capture was implemented for image scanning and data validation. The new platform gave BIAW a streamlined and non-proprietary solution that they can utilize for many years to come.

Bottom Line

The system streamlined the application process by reducing document retrieval and management time. It established a reliable document management repository that was easy to access and eliminated lost documents. Timeliness and quality of customer service was improved

Case Outline

Industry:

Professional Association

Application/Services:

Claims Processing

Critical Needs:

Current imaging product was being discontinued. Dissatisfied with support of current vendor and lack of project management. Claims applications needed to be converted from one archive platform to another.

Benefits:

Streamlined the application process. Reduced document retrieval. Reduced management time. Provided reliable document repository. Provided easy access to document. Improved customer services.

Products:

Kofax® Ascent Capture
EMC® –
Documentum® Xtender
Solutions

and BIAW had a platform and solution provider they could grow with for many years to come.

The unique migration process was designed to avoid additional costs associated with the conversion which eliminated the time consuming task of migrating images from one archive platform to another. Current document indexing was not lost due to the conversion. The retrieval functionality was made easier which established a reliable document management repository. Improvements arising from shared access to records include more efficient research and quicker claim review and conclusion. There has been a savings in space and elimination of lost records. By following standard system back up procedures, documents are now secured from damage or total loss in the event of a disaster.

About ImageSource

ImageSource, Inc. is a leading provider of Enterprise Content Management solutions and integration services. ImageSource prides itself on delivering superior solutions and results to our Customer Partners. Using our Total Lifecycle Solutions© approach we deploy only the very best technology products for our customers. For more information please visit our website at www.imagesourceinc.com.