

A photograph of four business professionals in an office setting. A man in a dark suit and tie is pointing at a laptop screen, while three others (two women and one man) look on attentively. The background shows a whiteboard with some charts and the word 'CALL' visible.

CASE STUDY - Document Manager - NCA Comp Inc.

Infonic ensures documents are securely managed at NCA Comp, Inc.

NCA Comp provides upstate New York employers with group and individual self-insurance programs that help them to control the cost of their workers' compensation insurance, promote workplace safety, and prevent fraud.

NCA's claims administration paperwork was piling up

As NCA Comp's business has grown, the volume of the paper documents being handled has dramatically increased. Employees regularly had to physically retrieve files from filing cabinets that were located at the far end of their building. NCA required a solution that would make their claims administration more efficient and provide quicker responses and better service to their clients and vendors.

NCAComp engaged DocuSyst to identify a document management solution which provided:

- Central electronic storage for all claims-related documentation
- Full integration with the existing claims administration software
- The ability to easily send documents to their vendors on a searchable CD-ROM
- Scalability of capacity to grow NCA Comp's customer base without further investment or expansion of filing cabinet space
- Reduction of the costs to transfer and absorb new client claim files

DocuSyst chose to implement the Infonic Document Manager software suite to store, manage, and access all NCA's digital documents.

A key driver of the decision was the ease with which Infonic's software could be integrated with NCA Comp's existing Claims Management System. The scalability and ease of integration with other systems enabled DocuSyst to quickly complete and deploy a document management system that addressed all of NCA's business objectives. Additionally, many of the company's internal business processes were streamlined, resulting in increased efficiency.



NCAComp Inc.

NCA Comp Inc.

Country: USA

Industry: Insurance

Profile: : Established in 1991, NCA Comp, Inc. provides insurance programs that control the cost of workers' compensation insurance, promote workplace safety, and prevent fraud.

Key drivers: Central document storage to provide all users with improved document access. Elimination of paper and filing cabinets from the office. Reduction of costs.

CASE STUDY - Document Manager - NCA Comp Inc.



Access to a claims file can be accessed securely in mere seconds, enabling staff to obtain key information without leaving the desk

Benefits of Document Manager:

- Reduction of paper usage in the office
- Reduction of filing cabinet space requirements
- Improved staff efficiency and productivity
- Central management and storage of documents
- Significant savings in on-going software maintenance cost
- Highly scalable business processes
- Easy of integration with existing administration systems
- Dramatically improved staff access to information

The Document Manager Solution

DocuSyst implemented Infonic's Document Manager software to store, manage, and access documents. The solution is tightly woven with the existing Claims Management System. NCAComp is converting all paper claims documents to electronic storage.

All documents are now scanned and easily imported into electronic storage through the Claims System. Documents are now scanned at the desktop and added to its corresponding claims documents and then easily archived for future access. The entire process of adding a fully indexed document to a claim file takes 10-15 seconds.

Access to a claim file can be accessed securely in mere seconds, enabling staff to obtain key information without leaving the desk. Quick access to data reduces staff time to research a claim and improves customer satisfaction.

Time and materials needed to send documents to outside parties have also been significantly reduced with the new system. Claims documentation can be located quickly and exported to a CD-ROM. The documents can be viewed directly without the installation of any software.

The new system enables the addition of new clients without increasing storage space. Data can be instantly shared without the need to transport heavy copies of documents, reducing overall cost / New files can be imported from other agencies with significantly reduced effort.

Implementation of the Infonic Document Manager solution enabled NCAComp to manage their existing clients more efficiently and significantly reduce the cost of sending documents to external clients. Business can increase with minimal storage and labor cost.