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**Success Story**

# FCCI Services, Inc.

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## ImageRight visits with Cindy Webb.

Cindy Webb, Project Leader for Imaging Implementation at FCCI Services, Inc. of Sarasota, Florida, tells ImageRight how electronic document management improved its Work Comp and commercial P&C performance.

**ImageRight:** It's easy enough to understand the qualifiable benefits of document management—easier access to files, streamlined workflows, un-cluttered desks. When did you start to realize the benefits were quantifiable, as well?

**Cindy Webb:** We've always been frugal. In 1999, we began enhancing our policy and claims administration infrastructure with open-source components, rather than risking millions on sourced enterprise systems. We used an imaging application to store more than 335,000 Worker's Compensation documents. But we wanted a system that could expand to handle Work Comp and P&C claims files, underwriting files, all of the document traffic between our 700+ employees—plus email and fax correspondence. We also needed a system that could integrate with our infrastructure to automate day-to-day processes and improve productivity.

**“We increased our written premium per employee on the underwriting staff by 19 percent.”**

After evaluating several vendors, we selected ImageRight, targeting the day-to-day operations of the 150 employees in our Worker's Comp claims unit. Then we added 150 underwriting users and migrated all of our stored Work Comp documents. All 300 users now

work without paper, with automated faxes and email, automated document and task generation, and daily workflow management. In measurements we took in our Sarasota office—starting six months prior to ImageRight through six months after—we increased our written premium per employee on the underwriting staff by 19 percent.

**“We needed a system that could integrate with our infrastructure to automate day-to-day processes and improve productivity.”**

— Cindy Webb, Project Leader for Imaging Implementation, FCCI Services

**ImageRight:** How were you able to quantify improvements in your day-to-day operations?

**Cindy Webb:** When you’re using paper, you finish your work, close your file, and put it in the “Out” bin on your desk. At the end of the day, you deliver the files next person. We immediately saved two to eight hours a day on delivery, because ImageRight delivers files instantaneously. Beyond that, we perform loss control on almost every account. Before ImageRight, we would take a file and fax a copy of nearly every page to our loss-control rep in the field. Then we would copy it and mail it to him. He’d get it in three to five days. When he finished the report, he’d mail it in, which took another three to five days. We cut six to ten days off that cycle.

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These gains in efficiency and productivity—especially in the way we process renewal business—positively influence our cash flow. We revised our workflow so that if a renewal meets certain

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criteria, it bypasses underwriting and is automatically routed to a processor. The processor issues the renewal, and it goes out the door. By reducing the number of renewals that require underwriting review, we increased our renewal volume tremendously. In those same six months before and after we implemented ImageRight, we increased the number of renewals we issue early by 70 percent. Since we were issuing them earlier—and issuing more of them earlier—we were sending out bills earlier. Our cash received on future effective dates went up 99 percent. Needless to say, that was huge!

**ImageRight:** Do I understand that you even do indexing by the numbers?

**Cindy Webb:** We set up certain numbers to go directly into the ImageRight E-mail Receiver, then to an indexing step in a workflow. We use the underwriter ID to route mail into the proper files. We cross-index

account numbers and agency numbers. Because we have three source systems, one insured could have policies in one, two, or all three of those source systems. So we numbered the systems and use those numbers as index values, too. ImageRight makes it easy to index documents to the right files and to start working on them. And our mailroom people are doing a great job. They guarantee a one-hour turnaround on anything that comes into the indexing step.

**“ImageRight makes it easy to index documents to the right files and to start working on them.”**



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