Workers' Compensation Association Company
Finds Stability and Growth with INDICIUM DM

SOLUTION OVERVIEW

Company Profile
This Midwestern nonprofit, licensed by its home state as a Data Service Organization, collects policy, claims, and financial data from member insurers licensed to sell workers' compensation insurance in the state. The information is used to develop an Annual Ratemaking Report and to provide other services to 250 insurance carriers statewide and regulatory bodies.

Business Situation
The Company's existing document management system, implemented by another vendor, was failing. The system was difficult to maintain and unreliable. The Company was unable to get these issues resolved with the existing vendor and needed to find a true business partner to help them to succeed.

Solution
BizTech Solutions, Inc., an authorized INDICIUM reseller, was selected to convert the Company's existing system to INDICIUM DM. The flexibility and stability of the INDICIUM platform eliminated the data corruption issues and fit well with their Oracle database, enabling them to integrate their homegrown software programs.

Because of the expanded functionality in the INDICIUM DM product, the Company is strategically poised to move forward with their planned paperless environment.

BENEFITS

- Stable system
- 30 million objects managed
- Reliable data
- Trusted vendor partner
- Strategic positioning for paperless future

When a Workers' Compensation Association Company's existing document management system developed problems, and repeated requests to the supplying vendor for support were unsatisfied, the Company turned to BizTech Solutions, Inc. to help migrate to a new platform.

The Company is licensed by its home state as a Data Service Organization, serving approximately 500 workers' compensation insurance carriers. State law re-quires that any insurers doing business in the state belong to a Data Service Organization. The organization is funded by the member insurers and its board includes people from these insurance carriers.

The 50-person Company collects policy, claims, and financial data from all member insurers, and uses this information to develop their Annual Rate-making Report, to calculate employer experience modifications, and to perform other duties under its charter with the state. They also process assigned risk applications on behalf of the state's Assigned Risk Plan.

Throughout the year, the Company receives policy, claims, and financial data from the members. These documents need to be scanned and archived for audit and legal purposes. Information is collected from these files and combined with other data feeds as input to a data management system that was developed by a consortium of five rating bureaus.

The Company relied on its former document management system to help meet its obligations to both the state and its member carriers. The system was proprietary and difficult to maintain in their environment, but at least it worked. But then the former system began having problems, and the vendor was unable to resolve the issues.

Disaster Averted

The Company contacted BizTech Solutions, an authorized INDICIUM reseller, to explore their options. The BizTech team listened to the issues, asked detailed questions and, using their technical expertise, devised a sound plan to migrate the Company's knowledge assets from the existing document management system to **INDICIUM DM**. The new system immediately eliminated the data corruption issues.

INDICIUM DM's Microsoft platform and open database support fit nicely with their existing Oracle database and was easy to integrate with their core business applications. Most importantly the staff can access information they need, when they need it.

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"The system proved to be a good fit for our company."

Today, their **INDICIUM DM** system reliably and securely manages over 30 million objects, adding an average of 12,000 pages daily. When documents are received in the mail room, minimal identifying information is entered into the Company's core application, creating a fly sheet. This sheet accompanies the document stack to the scanning operation, where the software reads the fly sheet and automatically indexes and stores it in the INDICIUM DM system.

Relying on their new system, the Company is strategically poised to move ahead with their plan for a full paperless operation.

Technologies Used

INDICIUM Capture

INDICIUM DM

INDICIUM Migration Connector

INDICIUM Import Server

Oracle Database

About INDICIUM Software, Inc.
INDICIUM Software, Inc. is a leading provider of document management and workflow software products and solutions to manage documents electronically and automate business processes. Its products are distributed through a network of solution providers to clients in financial services, healthcare, government, manufacturing, utilities, and other industries.

For more information, please visit www.indiciumsoftware.com.

About BizTech Solutions, Inc.
BizTech Solutions, Inc. (www.forbiztech.com) is a Microsoft Gold Certified, ISV Managed Partner and award-winning systems integrator for Work Process Automation and Web Business Applications. The Company is a single source supplier of enterprise products for automation, workflow, document management, capture solutions, records management, electronic forms, and mobile computing. BizTech provides innovative solutions to reduce operating costs and increase cash flow, focusing first on understanding the business requirements, and then applying technology where appropriate to provide competitive yet differentiating solutions for the client.

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