

International Life

International Life chose SAPERION ECM System



SAPERION Enterprise Content Management System was the choice for International Life General Insurance S.A., member of the International Life Group, one of the top 13 insurance and financial groups that are active in the Greek Market. The solution was implemented by ACTIS Information Systems & Services S.A., authorized reseller of SAPERION AG in Greece.

From May 2008 International Life uses SAPERION. Currently, in use are SAPERION Business Solution for Windows W2000-2003, SAPERION Event script, one SAPERION Scan Client, five SAPERION Index Clients and two SAPERION Query Clients.

International Life General Insurance S.A., chose SAPERION in order to further improve their excellent position as an insurance services company, and maintain leadership in customer satisfaction, with a reputation for speed, and quality in providing

compensations to their clients. SAPERION was able to blend in with the existing applications of the company. It provided the flexibility to integrate SAPERION to the existing CACHE environment, to provide faster correspondence time to the customers, through the fast and secure access to its documents from SAPERION, without the user having to change user interface.

Initially, SAPERION focused in the Motor Insurance department of the company, which handles more than 210.000 documents per year, i.e. more than 1.250 searches per week. Eventually, SAPERION will be extended throughout the whole company, and will handle more than 2.000.000 documents per year.

About International Life

International Life General Insurance S.A. was established in 1984 and is the Non-Life Insurance Company of the International Life Group. The strategic goals of the company are providing an all around service to customers, insured persons and inde-

„With SAPERION resources will be effectively managed and controlled, and employee productivity will be improved, through the reduction of the document search and retrieval time.“

Thanassis Makropoulos, IT Manager International Life

The Challenge

- + To provide faster customer assistance, without time consuming procedures involving customer document collection from the various inventories.
- + To reduce the retrieval time in finding information.
- + To provide direct and secure access to customer documents and their motor insurance files by authorized users.
- + To reduce the physical space needed to maintain records, as well as of the time needed for the employees to retrieve them.
- + To conduct transparent business operations, to provide document security, long-term file storage and fast access to all relevant information.

The Solution

- + The integration of SAPERION with International Life's existing Front-End Environment developed with CACHE database, included the creation of the appropriate index and query masks for archiving, retrieving and handling of documents directly to SAPERION.
- + The document imaging solution installed by ACTIS captures and classifies incoming documents and imports them automatically to SAPERION. The search and retrieval of a document is realized from the existing mask of the CACHE database. The user gets notified automatically of incoming documents, without switching customer environment. Also, the user can get the information of where the document is stored physically.
- + Automatic archiving of the incoming documents has been implemented.



pendent intermediaries and the innovation of products and services. Taking into account the structure of the Greek Economy, the company bases its development on the insurance cover against small and medium household and commercial risks. All the insurance products of International Life General Insurance S.A. are supported by up-to-date information systems, direct service and flexibility in customers' choices. International Life General Insurance S.A. has been certified for the total Management Services and Branches throughout Greece, according to the ISO 9001:2000 certification. The products and services of the company include: Property Insurance for Individuals and Employers, Motor Insurance for Individuals and Employers, Pleasure Yacht Insurance for Individuals and Employers, Liability Insurance for Individuals and Employers, Marine Cargo Insurance, Engineering Insurance, Loss of Profits, Personal Accident Insurance.

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About SAPERION

The European software provider SAPERION offers midsize and global organizations a high-performance software platform for Enterprise Content Management. SAPERION AG has worked together with global players for many years and has preserved its straightforwardness, flexibility and responsiveness. The SAPERION products empower corporations by addressing the needs for efficient management of all company information while creating com-

The Benefit

- + Faster correspondence time to the customers.
- + Immediate and secure access to business documents.
- + Fast & secure processing and archiving of incoming documents.
- + Increased responsiveness to customers needs through faster distribution and efficient handling of requests.
- + Improved employee productivity, through the reduction of the document search and retrieval time
- + A lot of paper is now stored in a much more efficient way. Less space requirements for document archiving.
- + Easy automatic physical archiving, with unique document print number.

petencies across the operation by streamlining and automating business processes.

SAPERION's vision is to bring together companies, people and processes so that they can respond quickly and make informed decisions in today's dynamic markets. More than 1,500 companies from various industries world-wide enhance their product quality and increase customer satisfaction with SAPERION, while reducing costs and thus gaining a vital competitive edge.

Further information

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