



C A S E S T U D Y

SYNETERISTIKI INS. CO was founded in 1978 by almost the entire body of Greek Agricultural Cooperative Organizations. Today, SYNETERISTIKI INS. CO. has 123 shareholders who are either Greek cooperative organizations or foreign cooperative insurance companies.

Is the only pure cooperative insurance company in Greece with significant financial standing, considerable turnover in all insurance branches, increasing brand awareness, modern insurance products and an extensive sales network. Utilizing the know-how and support of our European shareholders we are constantly developing and promoting new, integrated, innovative products. We offer security through a wide variety of coverages against a range of risks. The company operates in all insurance branches and is present across the country through approximately 850 points of sale.



Claims processing for an Insurance Company, is a very demanding and responsible process. It consists of multiple different activities related to document collection, evidence delivery, communicating with third parties, data & fact checking, internal coordination & monitoring to ultimately result in timely and optimal services provided to the insured. It is clear that the creation & maintenance of an Electronic Car Damages File ensures seamless monitoring & processing, adhering to the current regulations framework while offering quality services to the client.

PROBLEM

APPROACH

The Claim Management Solution, which is utilised by Syneteristiki Insurance, is based in OpenText's eDOCS Information Management platform and covers all the functional requirements of the Insurance company, relating to car damages management. Adapting the aforementioned solutions to the needs of Sineteristiki Insurance, as well as maintenance and support services, is a task that has been undertaken by Your Ideas Ltd, OpenText's reseller in Greece.



CASE STUDY

SOLUTION

The key strategic strands of the solution are:

◇ **Generation & Maintenance of an Electronic Car Accident File**

In such, all the necessary characteristics of the accident are recorded, together with all the relevant documents. Immediately after inputting the document's classification data, the Solution prints a barcode sticker(which includes the unique Index Number, and is attached on the physical document so that it can be identified) and a proof of delivery / receipt. User access is facilitated through a web client, and each user has access only to documents related to their position. The accident figures make up its history and are available for both search and statistical information.

◇ **Claim Settler Notification**

When inputting a new document, specific functionality ensures immediate briefing of settlers, based on claim files they are connected to. For each document category there's an additional deadline notification.

◇ **Two-way Communication / Interfacing with Insurance System**

To expedite both the input process as well as data validation, an interface has been implemented with the already existing Insurance System.

◇ **Document Search & Retrieval**

To facilitate searching throughout the electronic files and the documents therein, all the characterisation data entered during document registration are available. In the results list, the user sees only documents/files for which he has been afforded the necessary access rights.



RESULTS

The implementation of the solutions above in Sineteristiki Insurance, resulted in:

- ◇ Minimisation of the entry process of all the relevant documents (expert's report, invoices, photographic evidence, claim declaration, payment mandate, etc)
- ◇ File completeness monitoring under the minimum required document categories
- ◇ Data search & retrieval, utilising multiple criteria, depending on the information required by the position of the interested party
- ◇ Data search & retrieval, from different work environments (Insurance Information System, ERP, CRM, etc)
- ◇ Safety standards compliance & auditing
- ◇ Increased productivity and operational cost containment even in the case of activity expansion

Claim Management Solution



12 Mesogion ave., 11527 Athens
Greece
Phone: +30 210 7770857
Fax: +30 210 7770859
email: ourideas@yourideas.gr

Your Ideas founded in Athens in 2002 by experienced members of the Greek IT community with the objective of offering technologically advanced solutions in the design, automation & management of vital business processes as well as in collecting, organising, archiving and managing corporate data, in tandem with reliable service and comprehensive support.

The executive workforce is made up of field specialists who enjoy long term experience in their chosen field. The employees possess high technical training and experience in the spheres of realization, application, modification, localisation and maintenance of such systems.

We emphasize the importance of innovation and diffusion of knowledge.

We work closely with our customers in order to develop and deliver the best solutions for them.

Your Ideas has implemented and delivered turn key solutions in more than 60 organisations and 2500 users, in various business sectors as, Financial Services, Public sector, International Institutes, Government, Shipping, Nonprofit organisations, Municipalities, Commercial companies, Pharmaceutical Industry, I.T. companies, Healthcare, Construction, Education & Research, Advertising, e.t.c.

Your Ideas' solutions enable clients to reduce the mediation period from the decision of investment up till realization, active exploitation of existing information, reduction of running expenses complemented with simultaneous improvement in internal operation and quality provision. The above all lead to the expansion in competitiveness.

Browse our website at www.yourideas.gr