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FOR IMMEDIATE RELEASE

INTEGRATED SCANNING EASES CLAIMS HANDLING AT BRENT

Document scanning offers a multitude of benefits to organisations no matter what their size, and savings accrued from the reduced space requirements and time spent searching for information always feature prominently. However, the opportunities and cost savings are particularly impressive when scanning is used in conjunction with other company systems.

At the London Borough of Brent, their focus was very much on what this type of integration could offer when it came to the insurance documents they handled. Their goals for having them scanned and then stored digitally were two fold: firstly, they needed them in a format where they could easily be found, read and shared - all key elements if they were to be used and worked with successfully.

Their second major requirement was that they needed to integrate the scanned insurance documents into JCAD LACHS from JC Applications, the system that was at the heart of the department's operations and widely acknowledged as the public sector's leading claims handling package in the UK. Both of these elements were key drivers in ensuring that the scanning and work on the documents was done as soon as possible.

To be certain that both the scanning and integration happened seamlessly, it was decided to bring in a specialist company to carry out the work and Preview was selected for the role. The benefits were plain to see: not merely local and obviously highly experienced in all aspects of the scanning process, Preview also had a good understanding of the insurance market having worked closely with JC Applications on several other insurance applications. An ideal fit for what the London Borough of Brent required.

The scanning was carried out at Preview's Records Management Centre, so Preview handled all of the transport arrangements as well as carefully packing the documents ready for transportation. This also helped to ensure that all of the files were maintained in their original order according to insurance category, helping to speed the scanning process. Working together with JC Applications, the scanned files were then uploaded into the claims handling system.

The whole process was quick and painless, much more so than even the people at the heart of the project expected. As Joe Delaney from Brent Insurance Management commented, "Everyone has been impressed at how easy it was for our documents to be scanned and how much easier it is now to track and distribute files."

So the team at the London Borough of Brent now have what they were looking for - all of their insurance documentation safely in their claims handling package and instantly available to all members of the team. This in turn has allowed them to carry out their work much more effectively, benefiting all those involved in the process.

However, those benefits have extended way beyond their initial expectations. In terms of department costs, they have seen a major drop in postage costs together with a 30% reduction in paper usage and an impressive 75% drop in printer consumables. Perhaps most importantly, the problem of lost records has also vanished - even if a document is misfiled, the team can now simply use the Windows search facility to find missing documents which were all safely indexed in the system.

Essentially, improvements in time savings, costs and security - all from the application of a little integrated document scanning!

About Preview Services

Preview Services Limited (www.previewservices.com) is a specialist provider of outsourced document management services to businesses and public organisations of all sizes. Clients include major sales and leasing companies, airlines, engineering firms and government agencies.

Based in Feltham, Middlesex the Company operates one of the UK's leading document scanning bureaux and is developing innovative and cost saving solutions for document management.

Contact

Kathy Bruce (Kathy.bruce@previewservices.com)

Preview Services Ltd. 1 Mount Road, Feltham, Middlesex TW13 6AR, UK

Tel: +44 (0)20 8755 5704 Fax: +44 (0)20 8755 5715