

## Success Story from Kodak

# PMSLIC spends less time, saves more space with document imaging system featuring Kodak Scanners

Even 10 years ago, the PMSLIC Insurance Company—a leading carrier of medical professional liability insurance serving more than 5,500 physicians in Pennsylvania and Delaware—was running out of room.

As Lisa Rowe, PMSLIC Business Systems Analyst, recalls, “We really had no choice but to enter the world of digital document management, even if at first it was only to transfer cancelled policies and closed claims into an electronic dead file.”

### Lightening the load

The Pennsylvania Medical Society formed PMSLIC in 1978 at a time when commercial insurers were pulling out of the market. The Society wanted to establish a company that would be a stable source of professional liability insurance for the medical profession on a long-term basis. Today, PMSLIC is the carrier of choice for professional liability insurance among individual physicians in Pennsylvania.

Back in 2004, PMSLIC moved its corporate offices 15 miles from Harrisburg, PA to Mechanicsburg, PA. Storage space in the new facility was still at a premium, and the firm had little appetite to move tons of archival documents from its legal, marketing and customer service areas.



“By this point, we knew our company had barely scratched the surface of what digital storage and workflows had to offer. It would take a few more years, coinciding with the installation of our first **Kodak i620 Scanner**, to start to realize substantial productivity gains and operational efficiencies associated with enterprise content management,” Rowe says.

### Selecting a solution for productive results

PMSLIC chose Vertafore’s **ImageRight** Content Management and Workflow

Solution to fit the specific insurance needs of the company. As part of the **ImageRight** Solution implementation, two **Kodak i620 Scanners** were installed. More recently, PMSLIC added **Kodak i40** and **Kodak i1440 Scanners**.

“**Kodak** Scanners were recommended as a complement to our **ImageRight** Solution implementation,” says Rowe. “The **ImageRight** Solution is insurance-specific, and we’ve been very pleased with the expertise provided by Vertafore and the evolution of our content management solution in terms of increased productivity, improved

### SITUATION

Professional liability company is overwhelmed by paper documentation archives and struggles with inefficient manual retrieval system.

### OBJECTIVE

Decrease document storage needs while achieving productivity gains and enhanced customer satisfaction associated with ECM systems.

### SOLUTION

Two **Kodak i620 Scanners**, one **Kodak i40 Scanner**, **Kodak i1440 Scanner** and Vertafore’s **ImageRight** Content Management & Workflow Solution.

### COMMENTS

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~ Lisa Rowe,  
PMSLIC Business  
Systems Analyst

workflow and reduced costs. We have great confidence in Vertafore and the **ImageRight** Solution, and believed that if they thought **Kodak** Scanners were ideal for us, they would be. And that faith has been rewarded."

The system began to pay productivity dividends quickly, Rowe recalls. "What impressed me most about these **Kodak** Scanners is the combination of speed and quality that is simply awesome. While we haven't conducted a formal productivity study to date, I get a very strong sense from my personal observations that we are a significantly more efficient enterprise than we were three years ago. And there are other initiatives we're about to launch that should boost the performance of our workflow even further."

PMSLIC also appreciates their **Kodak** Scanners' advanced image processing capabilities that minimize operator intervention while handling a high volume of mixed documents at full rated speed.



The **Kodak** i40 Scanner  
You want EASY. You want FAST. You want GREAT images. Get everything you want from a small desktop scanner—and more.

## Volume-based solutions

Currently, all claims-related documents and invoices are scanned and enter the workflow via the **ImageRight** Solution. Looking down the road, all documentation and communications related to active policies will be captured as well. In other areas, a new **Kodak** i40 Scanner has been installed in PMSLIC's human resources department to handle personnel files and other confidential documents, while a **Kodak** i1440 Scanner recently was placed in the mailroom to handle daily mail.

"Mornings are extremely busy once the daily mail arrives, and typically, our scanners are running non-stop throughout the first half of the day," Rowe noted. "That's why it's so critical that our scanning equipment operates without a hiccup. We have no problems whatsoever with jamming, and our **Kodak** Scanners require very little maintenance."



The **Kodak** i620 Scanner  
Easy on your operators, and your bottom line—the award-winning **Kodak** i600 Series Scanners take scanner performance to the next level.

## No more lost and found

Rowe acknowledges that employees are now able to get a great deal more accomplished during the day, since everything is available on their electronic desktop. Thanks to the **ImageRight** Solution, several authorized users can access the same file simultaneously, electronic workflow replicates the insurer's business processes, and more and more useful features of the **ImageRight** Solution are being systematically implemented.

"We have certainly put an end to people searching for lost files. Now that all documents are immediately accessible and searchable, we can provide an even higher level of customer service. This dedication to customer delight has always been one of the foundations of our company's success."



The **Kodak** i1440 Scanner  
The **Kodak** i1440 Scanner brings awesome productivity, flexibility, ease of use and enhanced Perfect Page image quality to your tabletop business scanning.

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