

Travelers Insurance

The **iN**side Story

*Travelers Insurance specializes in property casualty insurance, including commercial and personal lines, as well as bonds. Serving individuals and corporations, they respond to about 5,500 requests per month for copies of policies requested by claims personnel, attorneys, courts, regulators, agents and brokers. With millions of retrievable policies, the need to keep up with technology – through state-of-the-art equipment and solutions – is critical for Travelers' efficiency and workflow. And since the 1970s, Travelers has relied on **Kodak** Products to help them evolve and create innovative document capture, enhancement, and retrieval solutions.*

In business since 1864, Hartford, Connecticut-based Travelers Insurance issues approximately 850,000 commercial policies per year. Travelers started filming policies in 1972 and now has over 40 million policies on fiche, film and CD, along with stored instructional and policy manuals.

Faced with a mounting avalanche of paper, Travelers first moved from paper storage to film in 1972, according to Hap Fitts, Director in the Commercial Lines Department of Travelers. "We were at the point where paper was no longer feasible for longer storage periods.

Our volume of policies and the retrieval demand was constantly growing," he says. "We needed a fast, reliable process that could evolve with volume demands, was efficient, and had a sound upgrade path, technologically speaking."

Today, Traveler's captures paper policies with cameras and scanners from Kodak, including a new *Kodak Digital Science Scanner 9520* –

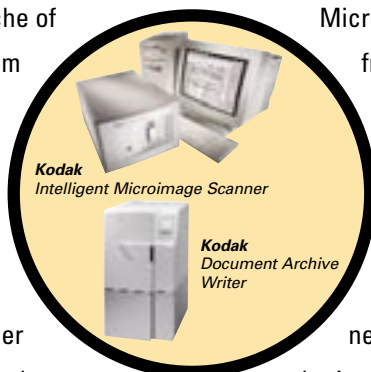
part of the Electronic Microimager combined with their *Kodak Document Archive Writer*, Model 4800.

Because policies need to be retained and accessed for 50 years or more, the company appreciates the strategic value of advanced film technology that Kodak and the Electronic

Microimager deliver. "This solution from Kodak provides the best of both worlds, in a sense," says Fitts. "There are digital and analog advantages, and both save us time and improve our process and final product. We need faster, better solutions and

that's why we continue to upgrade with Kodak."

Travelers saves a great deal of time now, because more of the process is automated by hardware and software. For example, incoming policies don't need to be presorted. They can be scanned as mixed batches, then placed into orderly folders, post-process, for filming using the Document Archive Writer.



Situation

Travelers Insurance captures and stores 850,000 policies a year, and responds to approximately 5,500 monthly requests for copies of policies.

Objective

Stay up with demand. Keep information acquisition, storage and retrieval systems current. Respond in a timely way to requests for documents. Ensure that micrographics technology at Travelers advances in a cost-effective, efficient way.

Solution

Evolving document imaging solutions from Kodak, including recent acquisitions of an Electronic Microimager (Kodak Document Archive Writer, Model 4800 and Kodak Digital Science Scanner 9520) and several Kodak Intelligent Microimage Scanners (IMS), provided through Image Access, a reseller of Kodak Products.

Comments

"This solution from Kodak provides the best of both worlds... There are digital and analog advantages, and both save us time and improve our process and final product."

*~ Hap Fitts, Director,
Commercial Lines*

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“The Electronic Microimager has been a welcome addition,” says Kathy Rutledge, Manager of Records Retention. “The film images are outstanding, quality wise, from the Document Archive Writer.” Rutledge also sees the Scanner 9520 as a great advantage. “When filming documents, if there is an overlap you have to refilm, pull the document, and put the file on another roll. With the *Kodak* Scanner, the Perfect Page scanning feature does a great job, so there are no skewed images, hands, or overlaps. If there is an issue, it can be spotted and taken care of immediately. We get more perfect rolls, it’s faster, and more documents fit on a roll.”

The retrieval side of Travelers operation, headed by Julie Senerth, Manager of Commercial Lines Document Management, now utilizes the Intelligent Microimage Scanners’ capabilities to fax and e-mail

documents, greatly streamlining the process. “Those features are great time savers and earn us lots of compliments from the reps in the field,” she notes.

Printing is also critical because Travelers responds to about 5,500 policy requests per month, as agents and others constantly need copies to settle claims, write new contracts for a coming year, see a customer’s history, and so on. Outputs are increasingly made on laser printers, thanks to the purchase of a *Kodak Imagemark* IMS+ Node Module, which allows for printing from the IMS directly to standard printers.

Fitts’ department works two shifts a day, in a relatively small area. “We like to call it compact,” says Senerth. “But it’s really ‘space-challenged’ and it wouldn’t be feasible for us to do all of this without the smaller footprint of some of the newer

equipment. The IMS units, for example, take up significantly less space and believe me, that is appreciated.”

“We’re on a sound path today and into the future, working with Kodak and utilizing their advanced film technology, upgrading to our existing capture and retrieval platforms. The benefits are very real for us – better Reference Archive output and greater operational efficiency creating it. And we have subsequent easy access and multiple output options,” says Fitts.

Travelers also values the sales and consulting style of Image Access (an integrator in Hackensack, New Jersey), appreciating that the company lets them know what new products are coming, and helps Travelers upgrade in a logical manner.