

Evaluating an Imaging/Document Management Solution



Benefits

Defining a Consolidated, Enterprise-Wide Imaging/Document Management Solution

- Greater consistency in quality of images and data originating in disparate business units
- Higher operational efficiency
- Improved productivity
- Predictable operational costs and ROI

RESULTS

WHEN A LARGE LIFE INSURANCE AND FINANCIAL SERVICES COMPANY NEEDED TO STANDARDIZE ITS IMAGING/DOCUMENT MANAGEMENT ENVIRONMENTS ACROSS BUSINESS UNITS, PEROT SYSTEMS DELIVERED—PERFORMING FUNCTIONAL, ARCHITECTURAL, AND COST ANALYSES AND PROVIDING RECOMMENDATIONS TO HELP THE INSURER MIGRATE TO A SINGLE, CONSOLIDATED SOLUTION.

CHALLENGE

Perot Systems' customer used two different imaging/document management systems to support claims processing in different business units. One business unit had assembled a solution based on commercial, off-the-shelf (COIS) products, while the other had developed its own proprietary imaging system. Wanting to standardize technologies and optimize operational costs, the company needed to evaluate the systems and determine if either was a cost-effective, operationally efficient solution that could be used enterprise-wide.

SOLUTION

The insurer selected Perot Systems to review its imaging/document management systems and define a plan for migrating to a single, consolidated solution.

Collaborating with the customer, Perot Systems consultants first gathered functional requirements for an imaging/document management system through site visits, interviews, and reviews of existing documentation. Next, they documented the architecture and technical specifications of the existing systems. From this information-gathering process, Perot Systems consultants established criteria to evaluate each system's ability to meet functional and technical requirements and the long-term operational cost for each.



Put the people, processes, and technology expertise of Perot Systems to work for you. To contact an insurance industry expert, e-mail insurance@ps.net

RESULTS

Perot Systems helped the insurer better understand its current imaging/document management capabilities, needs, and costs, and evaluate the operational costs and ROI of individual imaging/document management solutions through:

- Documentation of the functional requirements of a solution
- Specification of the technical requirements and definition of a technology architecture for a solution
- Gap analysis of existing systems and development of operational cost model for each
- Recommendation for migration to single, enterprise-wide solution

SOLUTIONS FOR THE INSURANCE INDUSTRY

Consulting Solutions

- Strategic IT Assessment
- TCO and ROI Analysis
- Project, Program, and Transition Management
- Quality Assurance Programs (ISO, CMMI, Six Sigma)

Business Process Solutions

- Business Process Design & Re-Engineering
- Claims Processing
- Finance and Accounting Process Assessment
- Order-to-Cash and Procure-to-Pay Processing
- Document Management

Applications Solutions

- Application Development
 - Application/Architecture Assessment
 - Enterprise Application Integration
 - Package Implementation
 - Web Enabling
- Application Management
- Application Migration and Reengineering
- Application Testing

Infrastructure Solutions

- Infrastructure Assessment
- Infrastructure Implementation & Migration
- Program Management
- IT Service Management
- Systems Automation
- Information Assurance Services
- Web Hosting
- Enterprise Computing
 - Data Center Facilities
 - Mainframe Systems Services
 - Midrange Systems Services
 - Utility Computing
- End-User Computing
 - Workspace Management
 - Messaging

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