

Manitowoc Mutual Saves 90% in Document Search Costs

Business Challenge

For over 130+ years, Manitowoc Mutual has persevered in business by following the philosophy that the only thing constant is change. Embracing strategic changes and vision - whether it involves products, people, or technology - has always been a common thread in Manitowoc Mutual's success. When Manitowoc Mutual became aware there were affordable technologies that could enhance their daily business processes and the insurance commissioner suggested they go "paperless", they began exploring options. At that time, all policy and claim files were in paper form. With 7900+ policies managed by 85 independent agencies throughout Wisconsin, the concept of sharing client information involved a lot of paper shuffling and mail distribution. "If I couldn't find it, I'd wait two days then go look for it again," stated the assistant. The process was costing them valuable time and in today's competitive society, in order to survive and grow, they needed to look forward and digitize their records.

Solution

Today, Manitowoc Mutual has nearly 100% of its claims in OnBase, making them instantly and simultaneously accessible to all staff and agents statewide. Reports, ranging in size from 3-70 pages, now arrive electronically from adjusters and are immediately placed in OnBase's repository which is fully integrated with PinSoft Policy Processing software. Agents receive client updates on a daily basis via e-mail in contrast to before when they had to wait several days for the mail. Although internal processes and job responsibilities had to be reorganized, users are now embracing OnBase. This system also provides compiled data and statistics for review, which serves to enhance overall company performance and client satisfaction.

Products & Technologies

Hyland OnBase, integrated with PinSoft
Fujitsu and Canon Color Scanners

Benefits

Going paperless delivered a variety of benefits to Manitowoc Mutual. "We reduced document search times by 90%. Streamlined search and file efforts have saved us at least the cost of one full-time employee. Plus, we are not using near the volume of paper we were before, reducing letterhead costs by approximately \$3,000 annually. Color ink expenses have also been reduced significantly," says Pat Laws, adjuster/claims. Postage costs are also minimized since electronic files have replaced paper documents. All in all, the benefits of OnBase are substantial and multi-tiered, enabling growth and further success.

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Manitowoc Mutual Insurance Case Study

"What now takes two seconds used to take forever."

Bob Butters
President

Company

Manitowoc Mutual Insurance
Reedsville, WI
www.manitowocmutual.com

Industry

Insurance



Company Profile

Manitowoc Mutual has been providing protection to Wisconsin residents for over 130 years. Through 85 independent agencies, Manitowoc Mutual offers a full line of property and casualty products to homeowners, farmowners, and businesses. Currently, they are the thirteenth largest farm insurer in the state of Wisconsin.