Ameritas Life Insurance Corp.
Fulfilling Life

"We've achieved such a high level of accuracy with Captiva that we've been able to close one of three scanning centers and absorb the remaining work without expanding staff."

Bill Marriner
IT Image Team Technical Lead

PRODUCT	Captiva Capture with Advance Recognition
ROI	Automation of manual processes and reduced manual classification by 55%

FINANCIAL SERVICES AND INSURANCE Solutions

EMC²

Improved Document Classification by 55% with Captiva Advanced Recognition

Find out how Ameritas improved overall business system efficiencies and delivered a better level of service to their customers

CHALLENGE

For over 20 years, Ameritas relied on a homegrown Image Capture system. While innovative when it was built, it had grown outdated and was built on an unsupported version of COBOL. For a company experiencing significant growth, their success was contingent on their ability to handle a larger volume of documents with more efficiency, focusing on minimizing manual processing for their customers.

SOLUTION

With Captiva Capture and Advance Recognition, Ameritas was able to increase their document classification automation levels by 55% and increase from 9 million documents annually to 15 million. The business efficiencies achieved allowed Ameritas to close one of their document scanning centers and absorb additional business workload while maintaining their current staff levels.

IMPROVED AUTOMATION

Using Capture Flow Designer, able to replace manual processes

INCREASED FLEXIBILITY

Integrated easily with new Java services, SQL database, and even older Mainframe Database

PRODUCTIVITY GAINS

Increased from 9 million documents annually to 15 million since moving to Captiva

For more information on Captiva Advanced Recognition, click here.