SEFAS
A DOCAPOSTE COMPANY

C A S E   S T U D Y :

PROVIDING RSA WITH A ROBUST AND FLEXIBLE OUTPUT MANAGEMENT SYSTEM

THE CHALLENGE

RSA had a number of different business applications running on separate system clusters. To streamline the process, RSA needed to consolidate their general insurance systems onto new application platforms. At the same time, they were looking to introduce multi-channel output delivery capability and centralised printing for the print output channel.

THE SOLUTION

Using a combination of RSA in-house developed systems and Sefas Harmonie Communication Suite products, an Output Solution was delivered to process documents from the New Claims Business system.

This first phase enabled multi-channel communications with customers (via print, fax, email and SMS).

The second phase enhances the infrastructure, increasing the range of claims documents processed and incorporating documents from RSA's new General Insurance Business system. It also includes a Mailsort capability for the centrally printed documents.

RSA

RSA IS THE UK'S LARGEST PROPERTY INSURER, IN ADDITION TO ONE OF THE LARGEST LIABILITY AND MOTOR INSURERS. FOLLOWING THE MERGER OF ROYAL INSURANCE AND SUN ALLIANCE, THE TWO LARGEST INSURANCE COMPANIES, THE BRAND IS NOW KNOWN AS RSA WITH A NEW CORPORATE BRAND.

CUSTOMER BACKGROUND

THE BENEFITS

RSA is continually striving for process improvement and cost reduction through efficiency savings. This solution enables RSA to effectively integrate other insurance systems into their Output Solutions Infrastructure supporting multi-channel output delivery.

RSA also benefit from postal Mailsort savings through integration of Harmonie Communication Suite and CACI's Anadata software.

"The solution has provided RSA with a robust and flexible Outputs Management system. It is an excellent example of co-operative working between three parties – Sefas, Accenture and RSA and is a testimony to the quality people that each of the three groups brought to the project."

Mark Von Bargen, IT Consultant, RSA.

DISCOVER MORE WITH SEFAS

Sefas Innovation is part of Docaposte. We are a software company that helps organisations produce meaningful, omni-channel customer communications to enhance customer experience.

From desktop publishing to responsive digital communication design on mobile devices, Sefas solutions help design and organise your customer communications on all traditional and digital distribution channels.

Our core business is developing software that helps Financial Services users more rapidly and effectively design, enhance or interactively author communications and distribute these communications with minimal risk.