



Ontellus Integration Solution Saves Major Insurance Company Time and Money

CASE STUDY

Challenge: Tedious Records Management Work

A Fortune 500 property and casualty insurance provider was looking to simplify the manual process of uploading records into its internal legal management system. Their current process was extremely time consuming. Before uploading the records, adjusters and paralegals had to locate the document and then enter security verification codes. With this tedious data management work demanding more resources, the insurance provider faced the need to dedicate one or two full-time employees in each of the 30+ offices to the task. Determined to find a solution, several house counsel offices presented the challenge to Ontellus.

Solution: Direct Access to Records

The Ontellus team immediately went to work developing a HIPAA compliant, secure file transfer protocol (sFTP) solution that built back-end integration between the Ontellus database and legal management system, eliminating the need to upload documents using security verification codes. Integration enabled adjusters and paralegals to quickly locate and review records from within their own legal system. Each house counsel office had unique processing requirements needed to satisfy regional, legal expectations. With flexible technology and template options, Ontellus offered customized solutions for each office at NO ADDITIONAL COST.

"sFTP really enhanced the way records are shared and delivered based on the individual office preferences," said Michelle Ritchey, Vice President of Strategic Accounts at Ontellus. "Our client is very satisfied and implementing this secure file transfer solution throughout their organization."

Result: \$250,000 in Annual Productivity Savings

The insurance provider achieved information security without negatively impacting employee productivity and avoided hiring additional resources to manually manage records. Once fully implemented, the productivity savings could potentially exceed \$250,000 annually.

"Ontellus is blazing the innovation path as the only records partner advancing this level of integration," says Cynthia Ledlow, Chief Operations Officer at Ontellus. "We're excited to expand this secure integration solution to other clients and honored that they put their trust in Ontellus."

INDUSTRY: Insurance

SOLUTION: sFTP integration

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