

HOW MICA WAS ABLE TO STREAMLINE CLAIMS & UNDERWRITING WITH DATABANK



CHALLENGE

Previously, it would take 30-40 minutes to find one file and only 15% of questions could be answered without a call back.

SOLUTION

With OnBase & one-click retrieval, almost 100% of the calls they received could be answered immediately, increasing the number of people they were able to bring on and insure.



CHALLENGE

Before OnBase, only one person could access a file at a time slowing down the entire process as it went through multiple approvals and employees one by one.

SOLUTION

By adding multi-user workflows, multiple users could run through workflows and access the same documents, allowing them to double their workload in half the time; reducing overall appointment times.



CHALLENGE

Keeping documents in a large file room was not safe. If a fire or flood rolled through, all of the documents would be damaged. On top of that, if anyone was walking through the building, they could easily access the file room.

SOLUTION

Currently, their system is able to separate security by user-types, which can be updated as positions change. You can also grant temporary access for auditors and restrict who and what can be printed, emailed and shared.

