

AcroSoft Content Management and WorkFlow

from Interactive Intelligence®

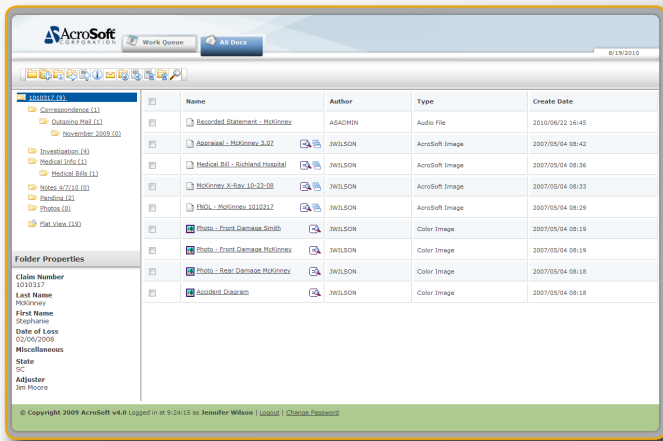
Insurance companies process some of the highest volumes of information in the business world. But if an insurer can't make content easily accessible to the people who need it, information can't do its job.

The *AcroSoft Content Management* and *AcroSoft WorkFlow* solutions from Interactive Intelligence give your organization an integrated web-based product set for high-volume content management and workflow automation. More importantly is the single intuitive environment users get, protected by customizable security measures at every level, to safely access and manage information from anywhere.

In business terms as an insurer, providing rapid access to information is a means to attracting and maintaining agents and customers. It's improving how you handle claims. It is, more than any other solution, the clearest path to continually building your insurance business.

AcroSoft Content Management

With the browser-based AcroSoft Content Management solution, users get rich client functionality that's fully securable, and robust application usability.



Controlled user access. Grant full access for internal users, limited access for casual users, and view-only access for agents and auditors as needed. Such control is the most trusted way to give everyday users access to the files they need, and to offer file access to external users as desired.

Organize the file structure that works best for your requirements. At the highest level, the flexible cabinet structure in AcroSoft Content Management lets you organize files and categorize content for various departments, locations, products or types of business. For more in-depth needs, organize folders in greater detail using subfolders that can be created manually or automatically. Customized data elements within each cabinet let you then index files and documents to speed the folder search and retrieval process for faster content access. Once content is organized and stored, also give users permission-based access to add and modify subfolders, move documents between folders and subfolders, email content, and annotate images.

No printing needed. The AcroSoft Content Management solution eliminates the need, and cost, to print files and save them to CDs. Instead, content management is as easy as establishing a user ID, assigning security, and providing anytime access to required information.

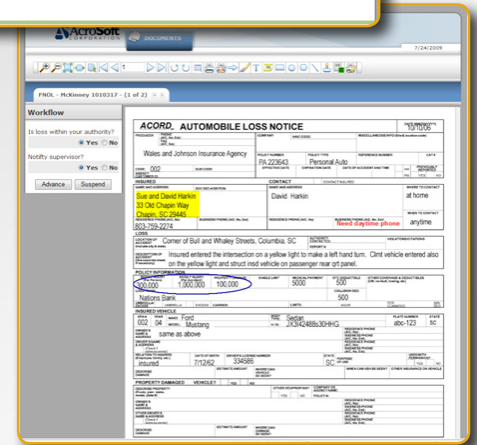
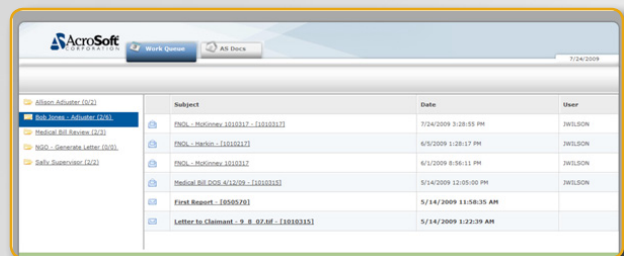
AcroSoft WorkFlow

Manually distributing files and documents takes up valuable time and resources, as does tracking the status of a claim or policy. AcroSoft WorkFlow speeds routine time-consuming operations by allowing users to access documents through an automated workflow notification process — directly.

Tracking and reporting. Each step of a WorkFlow-based process is date and time stamped for effective tracking. Thereafter and organization-wide, users can retrieve tracked information to compile reports at any point.

Rules-based WorkFlow engine. Structure a process in AcroSoft WorkFlow to be as basic or as in-depth as needed. Organizations can base routing decisions on simple indexing information such as state, territory, and type of file, but can also factor in the availability and workload of an individual for more detailed workflows. At any step in the process, AcroSoft WorkFlow can prompt the user with a series of tasks or questions, and determine the next step in the process based on the user's response. Also initiate additional processes or tasks in other applications through the workflow process, from creating and distributing emails and phone calls to creating diaries and follow-ups in administration systems.

Universal user access. User access to AcroSoft WorkFlow is universal. Internal users, remote users and third parties can all access the same document as it circulates through an automated workflow-based process — ensuring that documents are delivered in a timely manner, and that all ends of the process are covered. And with detailed reports of overall processing time, the types of documents and content coming into the organization, and the specifics of who owns the content at any point in the process, such visibility lets any organization continually increase its awareness of business processes and performance.



The web-based AcroSoft AnyWhere - WorkQueue & The AcroSoft AnyWhere Image Viewer

How our solution is used...

Our clients continue to integrate the AcroSoft solution with other applications, including embedding it within portals, sharing information between systems, and creating seamless transitions between multiple systems. Here are just a few examples.

Client 1 implemented a nightly process that extracts claims and policy information from their system applications and uses the data to create AcroSoft Content Management folders, keeping information current in AcroSoft environment. They then implemented a process that automatically pushes copies of nightly policy print documents into the correct folder. Once in the system, documents are directed to the correct person using a rules-based automated workflow, which in turn utilizes process-oriented questions to direct their claims and policy business.

Client 2 increased efficiency in their time-sensitive world by integrating their New Business Fulfillment (NBF) System with their AcroSoft solution. As new business is entered into their system, an AcroSoft Content Management folder is automatically created with a full index, and a copy of the application document is created and pushed automatically to AcroSoft. AcroSoft WorkFlow then initiates an automated workflow process to notify the appropriate staff of work to be done.

Client 3 primarily handles Workers Compensation using the AcroSoft solution for claims and underwriting support as well as field staff. They needed to simplify assignment to medical bill review vendors, and also provide access to the medical bill documents for review. AcroSoft WorkFlow has allowed the company to make assignments to their vendors and provide access to bills to be reviewed in one process. Rapid access to folders and documents comes via the AcroSoft Content Management solution, which has resulted in a tremendous savings of both time and expense.

Benefits

Everyday users

AcroSoft WorkFlow provides any user with a web-based application rich in functionality. With the ability to annotate and process work, this application is no longer just for external users – internal everyday users also benefit from the clean and easy AcroSoft WorkFlow interface.

Insureds

Give your insureds access to their policy and claim information as needed. Automatically generate and send emails that include a secured link to a specific file within the AcroSoft WorkFlow system. Whether processing their claim or policy, your clients stay informed and feel more involved.

External users

Agents, attorneys, auditors, and other third-party users can have secured and limited access to folders and documents within in the AcroSoft WorkFlow system. With our system's range of features for security and content management, you determine exactly who can access the system, and what information is available to each user.



INTERACTIVE INTELLIGENCE®

Interactive Intelligence offers unified business communications solutions for contact center automation, enterprise IP telephony, and business process automation, based on our open standards, all-in-one software suite. More than 4,000 organizations worldwide currently benefit from our on-premise solutions and cloud-based Communications as a Service (CaaS) offerings, including value-added services for software, hardware, implementation, consulting, support and education.

At Interactive Intelligence, it's what we do.

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