



QBE Manages Global Print Distribution with Solimar



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QBE Regional Insurance

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QBE Regional Insurance is a major property and casualty U.S. insurer located in Sun Prairie, Wisconsin that sells its products through more than 1,400 independent agencies. Rated "A" (Excellent) by insurance industry analyst A.M. Best, QBE Regional Insurance writes \$1.5 billion in annual policy premiums and operates in 33 states. As one of the leading property and casualty insurers in the United States, they are a member of the Australia-based QBE Insurance Group, which is one of the top 25 insurers worldwide with assets of \$26.5 billion and 10,000 employees across the globe. Solimar Systems interviewed John C. Bell, Document Services Manager at QBE Regional Insurance to discuss their implementation of the Solimar® Print Director™ Enterprise system.

The Challenge

Consolidating the operations and supporting the print and imaging requirements of two distinct Property & Casualty insurance carriers is a challenging job. Each company has several unique document applications from disparate hosts that include policies, riders, amendments, exclusions, agent statements, claims correspondence, policyholder letters, checks, bills, internal reports and more.

In order to reduce the volume of paper documents and take advantage of their workflow systems, QBE wanted to create electronic documents for viewing without manually using a scanner. However, the majority of QBE's applications were developed to produce Metacode/DJDE legacy print streams, rather than viewable files. "We had no facility available in the print center to easily create and route electronic documents other than scanning paper," said Bell. Additionally, with consolidation efforts in the near term, a great deal of document system flexibility would be required.

QBE also wanted to create a vendor neutral print environment within its data center. Unfortunately, QBE's legacy applications were contained within a single proprietary output format, limiting the company's print vendor choices, printer type/model options, and servicing support alternatives.

Redeveloping the applications to support different output types was impractical. "Any changes made to the data streams required expensive programming time and resources," said Bell. QBE had previously installed a conversion tool that ran on the printer controller to address their data center output requirements, but it fell short of what was needed for its environment.

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Business Profile

QBE Regional Insurance

Leading insurance support organization installed the Solimar Print Director™ Enterprise to dramatically improve its data center operations, while becoming data stream and print vendor neutral.

Industry

Insurance Services

Geography - Corporate

Sun Prairie, WI

Business Solution

- Output Management
- Device Connectivity
- Data Stream Conversion
- Electronic Document Distribution and Management

Solimar Products

- Solimar® Print Director™ Enterprise
- XIMAGE™
- BUS/TAG Input and Output
- TCP/IP Input and Output
- PostScript::TIFF
- XCHANGE::PostScript

Benefits

- Re-purposed print streams to enable electronic document viewing
- Provided efficient reprint operations without host reprocessing
- Enabled the manipulation of various incoming and outgoing data streams
- Established a vendor relationship with a strong technical support staff



During the process of selecting an alternative solution, QBE identified five critical business objectives to achieve:

- Establish a vendor neutral print environment
- Re-purpose legacy print streams to enable online electronic document viewing
- Provide an efficient reprint operation that eliminates reprocessing jobs on the host
- Enable the manipulation of various incoming and outgoing data stream types
- Establish a vendor relationship with a strong and responsive technical support staff

The Solution

Migrating to the Solimar Print Director™ Enterprise (SPDE) system enhanced the QBE print center operations without the financial, human resource and business interruption costs of re-programming applications. The Metacode/DJDE legacy data streams used for print were re-purposed and automatically transformed into electronic TIFF documents for viewing. "The SPDE system essentially supports any data stream type in either direction, which provides a great deal of flexibility, especially with different printers and archiving systems," explains Bell.

Solimar's XCHANGE::PostScript transform module was implemented to convert legacy Metacode print streams into industry standard PostScript print streams, thus creating an "open" and vendor neutral environment within the data center. In addition, the reprint operations were also improved, simplified, and streamlined. "After checking with other Solimar users, seeing the product at a major tradeshow, and comparing with other vendors, we knew it was what we needed," said Bell.

The Results

The financial impact of implementing the SPDE system has been very positive for QBE. The company has discovered many ways to leverage SPDE to its benefit and believes the solution offers additional opportunities to improve operations in the future. Thus far, QBE is achieving impressive sustainable ROI results, including:

- Cutting labor expenses by \$10,000 per year
- Reducing business process costs by \$5,000 per year
- Decreasing reprint operations expenses by \$2,500 per year
- Shortening document application turnaround time by a ½ day

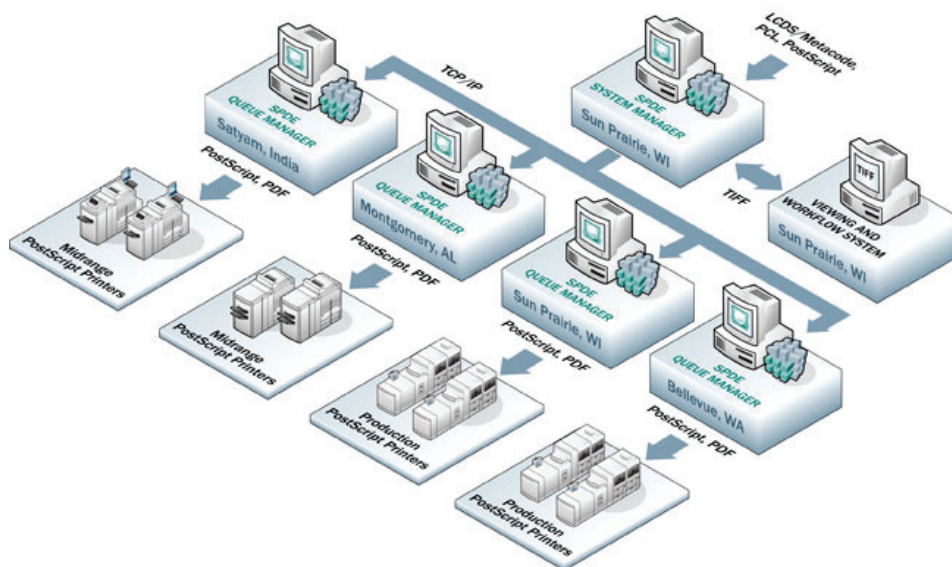
The SPDE system also provides flexibility in how QBE chooses to configure its data center in the near term and in the future. It allows for more hardware choices and data stream options, while at the same time reducing the overall risk of technology obsolescence. "We are now in a position to look at multiple vendors for new printer hardware, instead of just one," states Bell. "We also can work with multiple host systems, data formats, and electronic output systems."

Comparing the SPDE experience with their previous operations is like night and day. "Unlike our previous system, SPDE is easy to use with a very good UI, and it's customizable by us," said Bell. "The Solimar technical support staff has been friendly, timely, and accurate. I am very impressed with their web-based support tool that allows them to see what I see at the same time. It's great for resolving issues together in real-time. It certainly is a refreshing change from the support of other vendors."

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Automated Transforms/Optimizations for Global Print Distribution



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