

# [competence]

REFERENCEPROJECT

**AMB Generali Informatik Services**

[what]

## The starting situation

The enterprisewide standard for the digitising and archiving of all arriving documents at AMB is the capture system InputAccel® with the Content Manager Archive DB2 from IBM. These are the foundation for all further steps in automating the insurance-related core processes at AMB. On this basis AMB planned to start by automating processing of the well-structured "Riester-Zulagenanträge" (a subsidised supplementary pension saving scheme), since seasonal variability in the volumes of incoming documents of this type was difficult for the original manual procedure to cope with.



**AMB GENERALI**  
Informatik Services

# Automated Capture of „Riester-Zulagenanträge“

## The Goal

Same-day processing of the Riester forms for the insurance departments in the AMB organisation – an ambitious goal when you consider that the contracts for these subsidised insurance policies usually arrive in peaks of a few weeks duration. The short processing time was to bring the customers of the AMB fast subsidy pay-outs. And internally the new procedure for processing these contracts had to be cost and personnel neutral.

## AMB Generali Informatik Services

[who]

AMB-Informatik is a full-fledged IT service provider of one of Germany's largest financial services companies. There are teams at four locations responsible for keeping the IT service of all affiliated companies within the AMB Generali Group up and running. The solutions help to connect more than 40,000 people every day. These IT products, IT structures and IT services provide the basis for enabling forward-looking innovations in the insurance market.

With a staff of more than 1,300 employees and a turnover of about 380 million euros, AMB-Informatik is one of Germany's leading developers of information systems. The sites in Aachen, Hamburg, Munich and Cologne generated a profit of 10.9 million euros in 2003.

[FrontCollect]



### The Challenge

A tight timescale for the project implementation and a precise resource plan covering required throughput and number of workstations were the tricky framework for reaching these goals. A further requirement was the use of the already available, enterprisewide capture platform InputAccel® from Captiva. These were the challenging criteria which central full-service IT provider AMB Generali Informatik Services had to meet when choosing a suitable solution.

[how]

[gain]

## The Solution

After thorough analysis of the different offerings the IT service provider finally decided in favour of the modular capture solution FrontCollect® from Beta Systems (formerly Kleindienst). Deciding factors were the following product characteristics:

- seamless and rapid integration in the Input Accel® infrastructure
- above-average recognition results at field-level
- high performance (throughput) with comparatively modest investment

The solution is characterised by its simple and clear structure. This made it possible to hold to the tight timescale. Right from the beginning, using only 4 modules from the FrontCollect® family, the Riester forms have been recognised, their data extracted, and any low-confidence cases post-processed. The users receive all the information they need for processing directly on their screens. The high throughput of the system comes from the good recognition results at field level, multiple plausibility checks, and a fuzzy match with the customer database.

## For the Future

The high flexibility given by the modular architecture of the system gives the user many possibilities for the future. For example it is easily possible to integrate other forms in the automated FrontCollect® processing. The system can be effortlessly scaled to higher document volume and extended functionality – a system with a future therefore.

[experience]