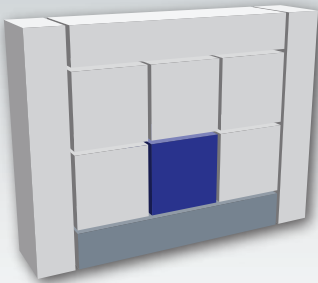




# ICHEIC oversees the processing of tens of thousands of Holocaust era insurance claims - with support from Claromentis



Claromentis™ Framework

## Industry sector

Non-profit-making organisation

## Technology application

Claims processing

## Customer requirement

An electronic document management system to support the resolution of unpaid and previously uncompensated holocaust-era insurance claims

## Solution

- Claromentis™ Portal environment
- Claromentis Document Manager application

## Benefits

- Secure, web-based access to more than three million claims' documents
- Faster resolution of claims through reduced processing times
- Minimal IT investment

The International Commission on Holocaust Era Insurance Claims (ICHEIC) is an international organization established to resolve unpaid and previously uncompensated Holocaust era insurance claims at no cost to claimants. To date, ICHEIC has distributed over \$300 million in claims payments to survivors of the Holocaust and their heirs, thereby addressing the shortfalls of the post-war compensation programs of the 1950s and 1960s. ICHEIC was established in 1998 by leading European insurance companies and US regulators, as well as representatives of Jewish survivor associations and the State of Israel.

Following a March 2004 claims filing deadline, ICHEIC staff faced a challenging task, as the processing of all cases was due to be completed by June 2006. Given the extensive work necessary to sort and copy over 140,000 claims submitted to ICHEIC, it became clear that the organization required an enhanced technical application to improve overall efficiency. It would also need to enable ICHEIC to monitor progress to enable effective contingency planning where necessary.

Effective storage and management of documentation for thousands of claims was particularly challenging for ICHEIC. The logistics of claims handling involved millions of paper documents that were either sent overnight from a Gloucester-based storage depot to ICHEIC's London offices, or photocopied and shipped to insurance companies across Europe. The Commission needed a cost-effective solution to enable staff and participating insurance companies to process these cases more efficiently within agreed timelines.

## Transition to electronic documentation

To this end, early in 2004, ICHEIC transitioned to an electronic document management system to provide existing staff with easier, faster access to the documents they needed to process cases on behalf of claimants. The Commission needed a system that could handle large quantities of data and would enable staff working in three locations in the United Kingdom and United States to manage that data efficiently. As a non-profit organization, whose activities would only continue for 20 months following the submissions' deadline, it was also important to limit unnecessary expenditure, with IT costs kept to a minimum.

ICHEIC decided to implement a solution from Claromentis incorporating the Claromentis Portal environment and the integrated Claromentis Document Manager application. This combined powerful collaboration tools with end-to-end document life-cycle management functionality - all accessible via a web-browser.

*"The Claromentis solution has been instrumental in helping us to manage this complex and challenging project, bringing some measure of justice to Holocaust survivors and their heirs."*

Markus Ketola, Records Manager, ICHEIC

ICHEIC





"A key differentiator of the Claromentis solution is the fact it is based on open-source technology. This enhanced technology meant we weren't forced to pay prohibitive licence fees for underlying database software," explains Markus Ketola, Records Manager at ICHEIC. "In addition, as Claromentis technology is web-based, there was no requirement for substantial infrastructure investment or costly client-based software. Using a web-browser, our staff can access document management tools from any location simply by entering their username and password."

The solution fulfilled ICHEIC's need for easy, multi-point accessibility and powerful document management and reporting capabilities, without being cluttered with functionality that ICHEIC did not require. "We were also impressed by the ease with which we could customize Claromentis to fit with our processes, rather than having to adapt our processes to fit with Claromentis," adds Mr Ketola.

### Precise requirements

The solution was customized and adapted to fulfill precise process requirements specified by ICHEIC. These included the ability for key personnel to change the location of documents, as well as automatic routing of emails to the system so that they could then be saved in relevant case folders. The solution was also configured to receive regular updates from a separate database to include the status and insurance company details for each case, helping staff to monitor the progress of specific claims.

Claromentis staff worked closely with ICHEIC personnel to ensure that the implementation of the software went smoothly, without disrupting the important work of the Commission. As well as managing the implementation, Claromentis also liaised with its partner company, Document Options, to scan existing paper-based documentation and produce electronic-format files that could be imported into Claromentis Document Manager.

"Claromentis had a very flexible approach, and we worked together as a team," says

Mr Ketola. "It was an extremely interactive process, and I think that contributed significantly to the project's success."

### Faster claim resolution

In total, 3.5 million documents relating to 140,000 cases can now be accessed through the Claromentis solution. Using the easy-to-use search tools within Claromentis Document Manager, staff at all ICHEIC offices in the United Kingdom and United States can find the information they need quickly and easily, increasing the rate at which claims can be resolved. Customized document status reports also enable managers to monitor progress and plan adequate staffing levels to ensure that claims are processed as quickly as possible.

The time it takes to transfer documents has been reduced dramatically. Instead of being photocopied and then sent by courier, documentation is now emailed to insurance companies - taking minutes rather than days. ICHEIC has also seen significant cost savings due to reduced shipping costs since the solution was implemented, with staff exchanging documents either through the Claromentis solution, or by email.

Future document storage costs will also be minimized. For legal reasons, ICHEIC must keep a record of all documentation for a set period after operations have ceased. The costs for storing all documentation in hard copy would be substantial. However, as the documents are now in electronic format, ICHEIC will now pay only a fraction of this.

### Unique historical task

So far, awards of over \$300 million have been made as a result of ICHEIC claims and appeals processes, and that figure continues to rise. Mr Ketola believes that Claromentis has helped to play a key role in this important undertaking: "ICHEIC was established to carry out a unique historical task - to help victims pursue life insurance claims from the Holocaust era," he says. "The Claromentis solution has been instrumental in helping us to manage this complex and challenging project, bringing some measure of justice to Holocaust survivors and their heirs."

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### About Claromentis

At Claromentis, we are passionate about creating practical solutions that deliver real business value to our customers. With a world-class development team and experienced consultants, we combine cutting-edge software with a wealth of commercial as well as technical expertise.

Since 1998, we have worked with a diverse range of organizations across multiple industry sectors, staying at the cutting-edge of the industry through continued investment in research and development, and an emphasis on continuous improvement. Our mission is to provide solutions that fit your business, rather than expecting your business processes to fit our solutions.

### Contact us

For further information on any Claromentis products and services, please call us on +44 (0)1825 712888, email us at [info@claromentis.com](mailto:info@claromentis.com), or visit [www.claromentis.com](http://www.claromentis.com)

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