Using ABBYY FormReader™ in insurance

Allianz ⓘⓘ
Slovenská poisťovňa

ABBYY's form processing technology has been applied for MTPL (Motor Third Party Liability) Insurance Campaign

The Allianz Group is a leading provider of insurance services which has been operating on the insurance market since 1890. The three core business activities of the Allianz Group are property and casualty insurance, life and health insurance, and asset management. The Group currently consists of around 700 subsidiaries in over 70 countries with about 180,000 employees worldwide. The Allianz Group provides insurance cover for almost half of the FORTUNE 500 companies.

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"When Allianz poistovna, a.s., Bratislava (from 1.1.2003 Allianz - Slovenska poistovna, a.s., Bratislava), faced the necessity of bulk processing of paper forms, the best solution was to team up with an outsourcing partner. Forms design, rules definition, time planning for the different phases of the project - all these experiences of the supplier, Sizar Group, allowed us to be prepared on time. Most of the project's risks, such as uncertain and irregular amounts of policies, became the risk of the supplier and we could focus on the insurance business itself. And Sizar Group, s. r. o., thanks to ABBYY OCR/ICR technologies which they used, provided their services in time and in required quality".

Miroslav Ivanicky,
Head of the project,
Allianz-Slovenska poistovna, a.s., Slovak Republic

"ABBYY FormReader provided us with an excellent technology environment. Its open architecture and add-on features allowed us to meet all the specific requirements of this project and realize it successfully and in proper time".

Milos Duchoslav,
 Sizar Group, s.r.o.

Until year 2001, the only insurance company in the Slovak Republic licensed to provide MTPL (Motor Third Party Liability) insurance was the state–owned Slovenska poistovna, a.s. (Slovak Insurance Company). The situation changed, however, when in September of 2001 a new law provided for the MTPL insurance of vehicles and all car owners in Slovakia became obliged to insure their liability by year's end. Private insurance companies became active players on the market, but they had to solve one crucial issue: how could they process tens of thousands of policy forms in just a few months? Among them was Allianz poistovna, a.s., a member of the Allianz Group.

Pre–printed policy forms were distributed among thousands of insurance agents whose role was to acquire clients all around Slovakia. Allianz poistovna, a.s. had two ways out: either purchase a form processing system from a leading software vendor and spend a lot of precious time training the operators, or work in consortium with an outsourcing company. This is why Allianz poistovna, a.s. chose Sizar Group, s.r.o., a provider of professional data capture solutions. FormReader Enterprise Edition was chosen as the base technology for forms processing because Sizar Group had already several success stories using ABBYY's software products.

As the first stage of the project, Sizar Group's specialists designed a machine–readable colour dropout form suitable for automated processing. All of the form's elements such as pre–printed policy numbers, barcodes, check boxes, numeric and isolated handwritten alpha characters, including special Slovak characters, were tested to make sure that they were properly interpreted by FormReader. A client–server system that included 2 scanning workstations equipped with Fujitsu M3097DG scanners, 2 recognition servers and 10 verification workstations, was configured. As data integrity is always crucial in this kind of project, more than 100 validation rules were implemented using the tools provided with FormReader. The production environment was ready within the scheduled timeframe, and from the beginning of November the company started to collect the first signed policy forms. During the remaining three months, more than 350,000 policy forms with an average of 175 characters per form were processed, of which about 250,000 were processed within just six weeks.

Sizar Group is a Slovak company which provides professional workflow automation and document management services through scanning, data capturing, digitalisation and data management. In addition to document management, Sizar Group is involved in software development, database design and support, and distribution of solutions based on other vendors' software.

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