



Spigraph



APRIL SANTÉ PRÉVOYANCE OPTIMISES MANAGEMENT OF ITS INCOMING MAIL



Going paperless has incurred significant gains. It has also opened up new prospects that we continue to explore by upgrading our platform. ”

Adel Larouci,

Electronic Document Management Technician,
April Santé Prévoyance

ISSUES



As part of a project to outsource the archiving of paper documents, April Santé Prévoyance has set up a paperless platform in order to:

- Save time by avoiding documents being sent back and forth
- Free storage space
- Make information more accessible
- Secure information

SOLUTIONS



Setting up of a scanning workshop and an EDM system based on :

- 3 high-volume scanners processing 110 pages per minute
- the use of an image processing software solution to optimise, improve and handle scanned images and ensure traceability

BENEFITS



Operational since May 2007, the project has allowed April to:

- Make considerable space and time savings
- Improve accessibility of information
- Optimise data confidentiality
- Increase productivity through information sharing.



Spigraph

To free space and manage information better, April Santé Prévoyance has set up a paperless platform for its incoming mail. Set up within six months, the project met with considerable success among users and produced several benefits.

April Santé Prévoyance launched in 2006 a large project of incoming mail dematerialisation with the objectives of making available digital documents to administration services and avoiding paper archive circulation. Scanning quality was a major factor in this project which included three steps: acquisition of appropriate scanners in terms of volume and processing time, the implementation of scanning software and introduction of an EDM (Electronic Document Management) solution. Started in early 2007, after a wide-ranging solution search and selection phase, the project is up and running since May 2007. It is a genuine success and has been constantly upgraded over the years, with the backing of Spigraph, a provider that has supported April throughout the process.

INDUSTRIAL DIGITISATION OF INCOMING MAIL

To steer through the project, April Santé Prévoyance set up several workshops. The process involves three scanners operating at a speed of 110 pages/min, with a high production capacity and specially designed for industrial-scale digitisation. Every morning, the mail is prepared to be scanned and indexed in image form in the EDM system. 55%

of the volume undergoes a further recognition stage to store information in the form of data.

The scanners were chosen on the basis of tests conducted on three different models loaned by Spigraph. *"Spigraph is the only provider to have proposed this solution"* explains Adel Larouci, an Electronic Document Management technician at April Santé Prévoyance. *"We were thus able to select the hardware most adapted to our needs with full knowledge of the facts"*. One of the major reasons for April Santé Prévoyance's choice was the reassuring proximity of Spigraph which intervened at all stages, right from the organisation of the project, by providing advice on the best solution.

"Spigraph employees do not stop at simply performing a contract. They listen to customers and try to find the best possible solution. More like a partner than a provider, they are also capable of rethinking things when a difficulty arises. In other words, right from the start, we were satisfied with this excellent commercial relationship."

April Santé Prévoyance is also pleased with Spigraph's expertise which recently upgraded processes with colour scanning, without increasing the volume of files, by optimising the configuration and compression capability.

SPACE AND TIME SAVINGS, PRODUCTIVITY GAINS

To summarise the success of the project, Adel Larouci does not hesitate to

claim that *"if we had to return to a paper process, it would undoubtedly cause a revolt among the company's managers"*. Although April Santé Prévoyance has decided to digitise all its archives as needs arise, the sole digitisation of incoming mail has already allowed major space savings as hardcopy documents are now archived by an outside provider. This has resulted in more comfortable work conditions and significant time saving: real-time access to information which is always available, without any risk of loss... *"Traceability is one of the benefits of digitisation that is not always quantified. To summarise, this digitisation was beneficial on many levels and has opened up new prospects that we continue to explore by upgrading our platform."*

ABOUT APRIL SANTÉ PRÉVOYANCE

April Santé Prévoyance designs medical, disability-death, loan insurance and dependency for individuals and business. Since its establishment, it strives to change the image of insurance, offering its customers and partners

high quality service, through clear, customised contracts, providing good value for money, and a simple and friendly relationship and unrivalled management quality.

www.sante-prevoyance.april.fr