



Customer Success Story | OnBase Cloud

Health Insurer

Health insurer increases speed to market and service levels with the cloud

The Challenge

A leading health insurer wanted to grow its on-premises enterprise content management (ECM) solution, OnBase® by Hyland, but resource constraints were limiting the organization's ability to do so. To evolve, it needed to figure out a way to expand the system without overloading the IT department.

That's when the insurer turned to the OnBase Cloud.

The Solution


By transitioning to the OnBase Cloud from the on-premises solution, the insurer did not lose any of its existing functionality. Because of this, the health insurer is free to add further functionality without added stress on its IT departments. It also does not have to worry about having shut the door on its old deployment option, as the company has the option to return to an on-premises solution should its needs change in the future.

The insurer still owns its data and documents - such as Explanations of Benefits (EOBs) and claims forms - which the OnBase Cloud securely hosts in one of its six global data centers, each of which are managed to ISO 27001, SOC 2 and Safe Harbor standards. Strategically located around the globe, the data centers provide the health insurer with the ability to work with a global vendor, yet ensure their content and systems operate locally.

The insurer can also feel secure that it, and only it, has access to the information it needs no matter what the circumstance. The OnBase Cloud team provides quarterly internal audits to ensure the continued security

"Our ECM in the cloud solution improved our business by automating processes, reducing handoffs, increasing compliance and audit controls and reducing non-value added tasks. All for a low administration cost and without the help of our IT department."

– Document Management & Automation Services Manager, leading health insurer



The OnBase Cloud adapts as the insurer's requirements change, removing any limitations, complexity or resource issues around the infrastructure - providing the perfect for the health insurer to provide long-term success.

and availability of the insurer's data so that no matter what happens, users always have access to data - even during emergencies. That way the health insurer always knows it is HIPAA, PPACA and Dodd-Frank compliant.

By changing from an on-premises solution to a completely hosted, ECM in the cloud solution, the leading insurer now focuses solely on growing its use of OnBase – not on infrastructure, disaster recovery or security requirements.

"The OnBase Cloud is easy to deploy and administer, and it's easy for end users to understand."

– Document Management & Automation Services Manager,
leading health insurer

With this approach, the OnBase Cloud supports over \$3 million in claims recoveries every year and manages over six million documents – speeding processes and increasing accuracy.

With a flexible deployment model and monthly fees instead of a big upfront expense, the OnBase Cloud also allows the insurance organization to forecast IT costs more easily and reduces the insurer's reliance on the IT department.

The OnBase Cloud adapts as the insurer's requirements change, removing any limitations, complexity or resource issues around the infrastructure - providing the perfect for the health insurer to provide long-term success.

The Difference

Expands solution without infrastructure investment or reliance on IT: With the OnBase Cloud, the insurer speeds processes and improves information access

across the enterprise. End users easily build electronic document workflows to automate and speed processes while increasing accuracy without relying on the IT department.

Increases productivity: The OnBase Cloud helps support the automation of \$3 million in claims recoveries every year and manages six million documents. Rather than struggling to find documents and data, users easily access the information they need from the OnBase Cloud.

Improves customer service: With its quickly-deployed hosted solution, the health insurer increases its speed-to-market, processes renewals faster and increases information access. Not only do staff book new business faster and increase customer service levels, they're able to do so at a reduced cost.

Increases document and data security: Before OnBase Cloud, the insurer used one printer, so EOBs could become co-mingled. Now EOBs are printed in a controlled environment, so it's impossible for them to become mixed up.

Increases compliance and audit controls: The OnBase Cloud allows the insurer to proactively manage documents and information in a secure fashion that controls revisions, tracks changes and provides configurable retention periods – all while adhering to regulatory standards like HIPAA, PPACA and Dodd-Frank.

Learn more at OnBase.com »