



Customer Success Story | Insurance

# Mercury Insurance

## OnBase and Guidewire integration gives insurance company 360-degree customer views

### The Challenge

Mercury's legacy document creation system had become its default enterprise content management (ECM) solution, storing 300 million documents. Unfortunately, the solution was unsupported, lacked ingestion capabilities and did not integrate with Mercury's important Guidewire solutions.

Mercury also needed to capture and digitize paper-based customer correspondence and make it instantly available to everyone who needs it. Using paper documentation and shipping it to branches was not only expensive and slow, it was less secure. The insurer also needed to automate correspondence to decrease cycle times and become more responsive to customers – while also giving employees 360-degree views of customer information.

*"We didn't want to buy separate ingestion and ECM technologies and integrate them ourselves. OnBase gives us an ingestion technology – able to handle multi-channel, fax, email, paper – that's able to fully integrate with Guidewire."*

*– Abby Hosseini, CTO, Mercury Insurance*

### The Solution

So the insurer turned to OnBase, which enabled it to capture documents and information in any file type and then let users stay in familiar applications to quickly access it from a secure, central location.

"We realized how important a digital strategy is and how it can benefit everyone. Our journey was about customer satisfaction, but there's also a great element in employee satisfaction, security, highly available disaster recovery and basic business agility that is demanded of every corporation because customers want answers. They want information and they want responses anytime, anywhere," said Hosseini.



#### CUSTOMER

Mercury Insurance

#### SIZE

More than \$2.7 billion in revenues  
5,000 employees  
Offices in 13 states

#### LOCATION

Brea, CA

#### ONBASE INTEGRATIONS

Guidewire BillingCenter  
Guidewire ClaimCenter  
Guidewire PolicyCenter  
Microsoft® Dynamics CRM

#### DEPARTMENTS USING ONBASE

Claims  
Underwriting

#### FUTURE VISION

Enterprise-wide

One platform **Unlimited potential**

**OnBase**<sup>®</sup>  
by Hyland

## “Users love OnBase because documents and claims are available to them with a mouse-click.”

– Abby Hosseini, CTO, Mercury Insurance

### **Decreases paper dependency to increase speed and accuracy**

With OnBase, Mercury employees have the ability to understand customer information and promptly respond to it. Now, instead of disparate mailrooms all working under different operating procedures, Mercury has a centralized mailroom that quickly takes customer correspondence, digitizes it and then delivers it to the right people at the right time. This frees employees to accomplish higher-value tasks like helping customers.

Meanwhile, management loves the highly dynamic capability it gives the workforce. Management can tell if one location is overloaded and easily reroutes that work to another area that can help. Workflow automatically delivers the necessary electronic files, so employees don't have to search to find what they need or wait for mail carriers and couriers to deliver information.

### **Integrates systems to provide a secure, central location for information**

Integrating OnBase with Guidewire and Microsoft® allows Mercury to be more agile and respond to customers faster by giving employees access to customer information from within a single user interface and utilizing eFolder functionality. Employees look at documents in a dual-screen environment and no longer have to search through file cabinets or flip through stacks of paper.

### **Scales to meet needs across the enterprise**

“Everyone who has seen OnBase comprehends the value. It's a matter of looking at compliance needs, cycle time needs and efficiency needs that we need to deliver in a timely fashion. As we go through different departments, look at what we can do and note how everyone is using different technologies like SharePoint and file folders, everyone realizes this is something they need,” said Hosseini.

With its support of 64-bit databases, solutions for every department and allowance for storage of up to 1 quadrillion documents within a single system, OnBase easily scales to meet the needs of entire enterprises.

“We've just begun our journey down the ECM road, focusing on claims and underwriting. With OnBase as the foundation for our digital strategy, we see great opportunities in Finance, HR and IT,” said Hosseini.

### **The Difference**

#### **Optimizes customer interaction and cuts cycle times:**

With digital capture of information—mail, faxes, email, paper and any file type – and the electronic delivery of that information, Mercury is empowered to respond quickly and accurately to customers. With a consumer portal, Mercury also gives customers online access to statements and billing information.

**Decreases print and mail costs:** As soon as documentation arrives at mailrooms located in strategic geographic hubs, it's scanned into OnBase and is immediately available to users. Workflow also automatically forwards documents and information to the right people, notifying stakeholders as it does.

**Promotes agility with integrated systems that share information:** By integrating OnBase with the systems employees use every day, Mercury enables them to communicate and share information – without custom coding. By letting users stay in familiar environments to complete tasks, they have more time to spend helping customers with greater accuracy, speed and care.

Learn more at [OnBase.com/Insurance](http://OnBase.com/Insurance) »