

Reduce Costs and Increase Compliance Through Digital Mailroom Automation

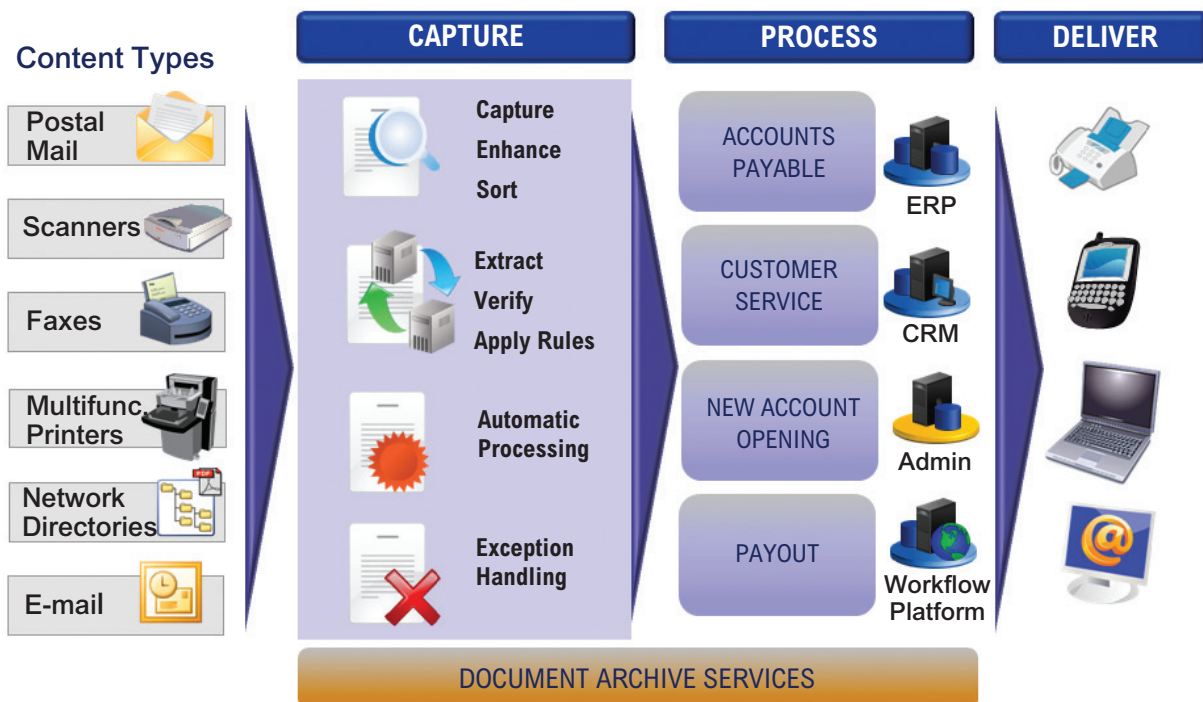
The United States Postal Service processes billions of pieces of mail each year, most of which are business documents sent to organizations such as financial services, healthcare, and life sciences companies to name a few. Many of these organizations continue to use archaic processes for managing incoming mail, often requiring numerous manual sorts before these paper documents can be sent to the proper business unit for processing. This manual intervention is not only costly, time consuming and labor intensive, but important documents can be lost or exposed to security leakage, leading to non-compliance and litigation risk.

Paragon's Digital Mailroom Solution is a rule-based, automated processing capability that enables firms to digitally capture, classify, index and electronically distribute physical and electronic documents across the enterprise through a single processing clearinghouse. Paragon's solution eliminates manual sorting, preparation and delivery so firms can process business documents faster, more efficiently and at a lower cost than today's outmoded processes.



Paragon's Digital Mailroom Solution Enables Automation Throughout the Enterprise

Paragon's Digital Mailroom Solution facilitates the automated capture, processing and delivery of various forms of content to increase productivity, reduce cost, improve search and enhance compliance through a single, enterprise-based solution.



Benefits of Paragon's Digital Mailroom Solution

Organizations that implement Paragon's Digital Mailroom processing achieve competitive advantage through:

Increased Efficiencies

- ▶ Facilitate instant delivery and correct distribution of documents
- ▶ Improve power of information through rapid data flow and seamless integration
- ▶ Enable immediate access to documents and centralized search function

Enhanced Compliance

- ▶ Support early archiving of incoming documents
- ▶ Improve control and security of all business documents

Lower Costs

- ▶ Minimize the distribution of physical mail
- ▶ Reduce paper storage and shipping costs
- ▶ Eliminate manual sorting and keying

Paragon's Digital Mailroom Solution Accelerators

Paragon combines its specialized knowledge and expertise with proven reusable frameworks to create solution accelerators that speed delivery and provide business benefits at the lowest total cost of ownership.

- ▶ 750+ templates for classifying state forms, medical bills and reports
- ▶ Standardized templates to automate form data capture
- ▶ Processing "blueprints" to speed mailroom process design
- ▶ Built-in capabilities to support rules based routing for processor skill, product type, or jurisdiction
- ▶ Pre-defined industry best practices taxonomy structures for document categorization

Case Study: Digital Mailroom for Claims Processing

Business Challenge:

A national worker's compensation insurance carrier with over \$1 billion in annual revenue received 1,650 bills and 20,000 related documents/content for claims processing on a daily basis. The documents received required 35 manual paper sorts prior to being manually keyed into claims processing systems. The client sought to increase the efficiency of its operations by automating and streamlining the receipt, routing, approval and payment of claims and associated medical bills.

Paragon Approach:

Paragon implemented a rules-based, Digital Mailroom Solution built on EMC Documentum and Captiva that automated the data capture, intake, bill review, claims workflow and document management of over 1,400 types of worker's compensation claim forms.

Client Success:

- Increase in overall productivity of 45 percent
- Reduction in cost for the average claim of 35 percent
- Reduction in costs of \$1.5 million annually
- Central access to claim files
- Improved document search and retrieval
- Enhanced document retention and archiving

About Paragon

Paragon Solutions is a business and technology consulting firm that specializes in enterprise information management to help clients leverage information assets for better business results. The company does this through its industry practices, solution accelerators and specialized technology competencies that help clients achieve operational efficiency, business scalability and regulatory compliance.

Paragon works with businesses that are focused in a few key industries – communications, financial services, healthcare, insurance and life sciences. The industry-focused strategy consulting and systems integration teams work with Paragon's competency groups addressing today's technology concerns in Process Optimization, Information Management and Information Integration.

For more information, please visit the Paragon Web site at www.consultparagon.com or call, 1.800.462.5582.

Paragon Client Roster

Paragon's client roster includes industry leaders from the insurance, healthcare, life sciences, and financial services sectors such as:

Insurance/Healthcare

- ▶ Blue Cross of Idaho
- ▶ BCBS of North Carolina
- ▶ Emory Healthcare
- ▶ Wellstar

Life Sciences

- ▶ Merck
- ▶ Novartis
- ▶ Pfizer
- ▶ Sanofi-Aventis

Financial Services

- ▶ Bank of America
- ▶ BNY Mellon
- ▶ Citibank
- ▶ JPMorgan Chase

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