HSBC Insurance Brokers
IBM FileNet Presentation

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The Problem

Too much Paper,

how do we remove it without affecting

efficiency or causing civil unrest!!!

London Market Insurance Market

▶ 10 Billion Pages of Paper stored in London

▶ Every London Market Reinsurance Policy has on average 1,000 pages to support it

▶ 98% of Files Never Opened after 1st Year

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Why Get Rid of Paper !!!

▶ Liability

    – Accident waiting to happen

    – Huge processing problems if paper destroyed

▶ Office Space

    – 25% of London Office space used for filing

    – Project cost justifiable on office space savings alone

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Why Get Rid of Paper!!!

▶ Global Resourcing

  – Pressure to reduce processing costs

  – HSBC Global Company, with Global Service Centres

  – Share documentation

▶ Market Changes

  – Use of Repositories

  – Electronic transfer of data

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Choices Evaluated

▶ IBM Product set

▶ FileNet Product set

▶ Microsoft – SharePoint

▶ Niche London Insurance products

▶ In-house HSBC products

Why IBM FileNet

▶ Ease of Use

▶ Able Imaging without Workflow

▶ E-Mail integration – Lotus Notes

▶ Industrial standard software

▶ Workflow module available for future expansion

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Progress & Experience

▶ Two thirds of Project completed, so far so GOOD

▶ Dual Screen for processing staff

▶ Get the INDEXING right

▶ Suitable training needed

▶ Implement new process to support Imaging

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After IBM FileNet Implementation

Questions