CASE STUDY

U.S. Insurance Provider
Modernizing IT systems to protect travelers

A major insurance provider in the U.S. turned to Rocket to update their costly, inefficient document management system.

Challenge

The employees and customers of this U.S. insurance provider required quick, online access to important travel documentation, but the company's existing IT infrastructure was slow, redundant, and unable to process the large volume of data stored in its legacy systems efficiently. It was also difficult for users to view the information they needed from travel policies, personal profiles, and other related information in a timely manner, as the search capabilities of the current system were limited and the interface was not intuitive. This resulted in wasted time and money in printing extra, unnecessary documents. The insurance provider needed to consolidate its IT systems and move away from their current costly solutions while maintaining access to relevant documents in their legacy systems.

Results

Rocket® EOS 360 provided the robust archiving and restoration capabilities that the insurance provider needed to ensure easy online access to travelers' documents. EOS 360 improved the data processing time and increased operational efficiency through its Table of Contents functionalities, which enabled users to export and print a targeted list of data rather than an entire report. This translated into a $300k/year cost savings with a 30 percent print reduction rate. EOS 360 also helped reduce several hours of processing time per use. What was once an inefficient IT infrastructure became a simplified system that integrated with the company's existing mainframe environment to create a modern, accessible experience for both its employees and clients.

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