

**Productivity Anywhere:  
How Modern Claim and  
Policy Document  
Processing Can Help the  
New Work-From-Home  
Normal Succeed**

**RISK & INSURANCE**



# A FEW THINGS YOU'LL NEED TO KNOW

- **Volume:** Be sure to have the volume turned up on your computer to hear the audio for this webinar.
- **Questions:** We will reserve time at the end of the webinar for a live Q&A session, so please submit your questions throughout the webinar in the chat window.
- **Presentation and Recording:** A copy of the slides and a recording of today's webinar will be posted at [www.riskandinsurance.com](http://www.riskandinsurance.com). We will email links to all attendees.

# SPONSOR: ALFRESCO

- Alfresco is the leading open source content management and solutions provider for information-rich enterprises with huge volumes of unstructured content. Alfresco provides simply a better way for people to work, ensuring they have the information they need, exactly when they need it most wherever they work.
- They help more than 11 million people at 1,300+ industry-leading organizations, including Liberty Mutual Insurance, Wisconsin Physician Services, Protective Insurance, Delta Dental and many other health, auto and home claims clients be more efficient and competitive.
- For more information about Alfresco's portfolio of products and services, go to <https://www.alfresco.com>

# PRESENTERS



Dave Giordano  
Chief Strategy Officer | Alfresco



Gordon Withrow  
Former AVP and Executive Program  
Manager | Nationwide Insurance

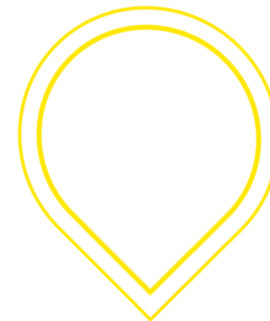
## Moderators:



Dan Reynolds  
Editor-in-Chief  
Risk & Insurance®

# Work Environment and Claims Data Challenges

- How much has the quantity and variety of claims changed and what does that mean for policy holders and underwriters?
- What does the term “unstructured content” mean and what are the implications of this trend for claims managers?
- What do you see as additional challenges or complications the work-from-home dynamic creates for claims systems?



# Legacy System Challenges

- How well are insurance companies equipped to handle the claims content dynamic?
- Where do you see existing claims systems struggling?



# Modern Systems / Best Practices

- What should a modern claims system look like? How should it function and what would its key components be?
- Why is system security of such increased importance?



# Dave's Key Takeaways

- Productivity Anywhere: Claim Document Processing Efficiency
- Nimbleness to quickly respond to changing business requirements
- Modern Content Capabilities – Often Cloud
- Legacy threat isn't just the software/hardware – it is also the people
- Future will focus on governance/security





# Gordon's Key Takeaways



- Digital Methods for workflow management and associated assets
- Failure to adapt to modern workflow and document management capabilities will yield lost market share and risk irrelevance
- Comprehensive solutions are essential - Don't get lost in point solutions:
  - Select the right tools
  - Effective integration is key

# Gordon's Next Steps

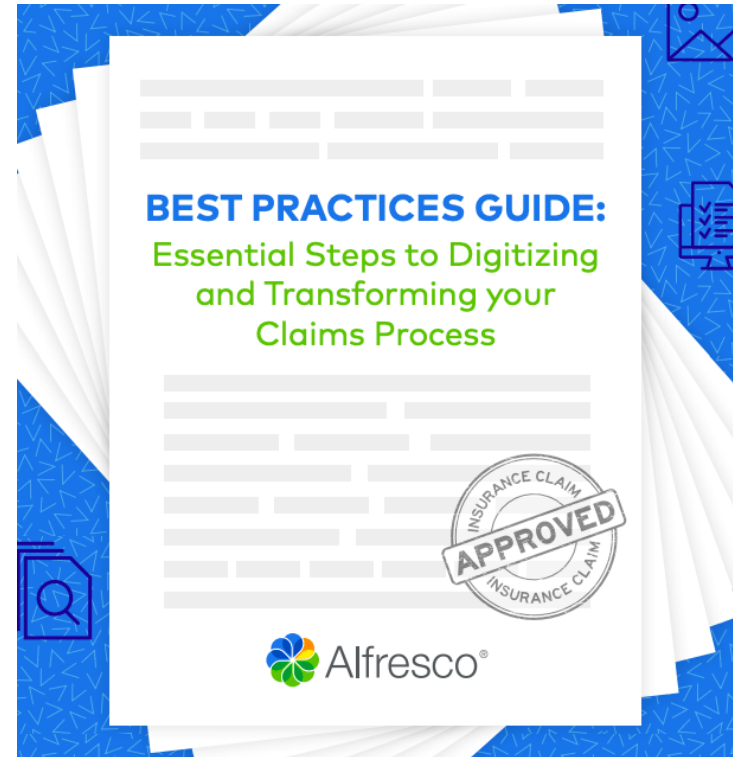
- Explore Current State
- Identify Biggest Opportunities – Start Building Business Case
- Build a Coalition Across the Business
- Pilot/Proof of Concept
- Secure Funding and Aggressively Transform



# Additional Resources

Download the new “Best Practices Guide: Essential Steps for Digitizing and Transforming your Claims Process” from Alfresco.

Follow up questions? Email Alfresco directly at: [info@alfresco.com](mailto:info@alfresco.com)



<https://bit.ly/3fZn0Kw>

# SPONSOR: ALFRESCO

- Alfresco is the leading open source content management and solutions provider for information-rich enterprises with huge volumes of unstructured content. Alfresco provides simply a better way for people to work, ensuring they have the information they need, exactly when they need it most wherever they work.
- They help more than 11 million people at 1,300+ industry-leading organizations, including Liberty Mutual Insurance, Wisconsin Physician Services, Protective Insurance, Delta Dental and many other health, auto and home claims clients be more efficient and competitive.
- For more information about Alfresco's portfolio of products and services, go to <https://www.alfresco.com>