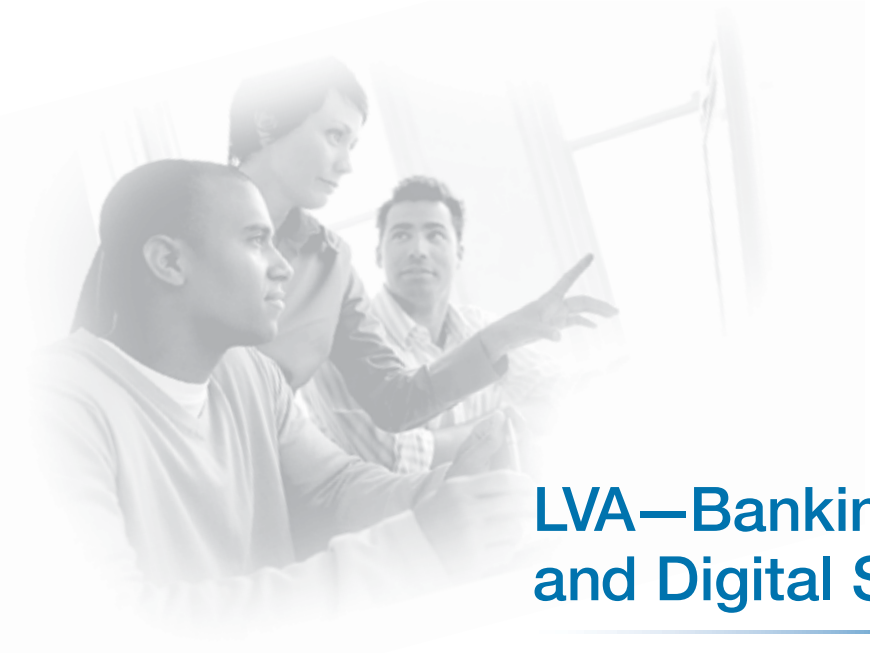

LVA—Banking on Electronic Files and Digital Signatures

Industry

Insurance

Customer

LVA RHEINPROVINZ Landesversicherungsanstalt

Business Challenges

- Transfer more than 1.3 million business records to an electronic archive
- Ensure file confidentiality, integrity and availability
- Integrate digital mass signatures

Business Solution

OpenText Production Document Management

OpenText Archive Server

Business Benefits

- Web-based, instant access to digital files via a user-friendly interface
- Digital signature check at the click of a mouse
- Dynamic tree structures provide convenient views of subject areas and documents
- Time required to retrieve business records reduced from 5-7 days to a maximum of 2 seconds

For the Landesversicherungsanstalt (LVA) Rheinprovinz, archiving files in paper form is finally a concept of the past. The LVA now relies on OpenText Archive Server to store essential documents, and has transferred its former paper archive into an electronic archiving structure with BSI-certified digitalization. Using another OpenText application, OpenText Production Document Management, employees can access files in a matter of seconds and process their transactions electronically.

Company

The Landesversicherungsanstalt Rheinprovinz has more than 4,000 employees and handles nearly seven million insurance policies, making it one of Germany's largest regional insurance providers. LVA offers its clients a complete service—from advice during the application process to administration—in the administrative districts of Düsseldorf and Cologne.

Initial Situation

Until recently, LVA stored its approximately 1.3 million business records in paper form in a central archive building. "When an administrator put in a request for a file, it took an average of five to seven days before they received it," reports Achim Pilatus, Project Manager in the Insurance, Pensions, and Rehabilitation department at LVA. When the lease ran out for the archive building, LVA's management decided it was time for drastic action.

A strategic decision was made to transfer the paper-based pension files to an electronic archive within the year. The project would also enable LVA to meet the statutory regulations for revision-proof archiving through the use of a qualified electronic signature.

Solution

Within one year, approximately 125 million documents (representing some 1.7 million client files) had been transferred to an electronic archive provided by OpenText with full consideration for file confidentiality, integrity, and availability. The stack of processed files measured over 15 miles long.

The core element of the solution is OpenText Archive Server, whose high scalability and performance as well as its ability to integrate state-of-the-art storage systems like Hierarchical Storage Management (HSM) contributed significantly to the project's success. The in-depth integration of fully qualified signatures plays another important role in the scanning and validity-checking stages. One of the solution's unique features is the ability to renew signatures in long-term archiving.

"This ambitious project would not have been possible without the superior solution expertise and excellent skills of our chosen partners T-Systems, OpenText, Deutsche Post Direct, Sun

"The first electronic archiving of pension documents of this magnitude is a genuine milestone—digital files spare us the effort of transporting, storing, and laboriously searching for files while creating potential for optimizing our customer service."

Achim Pilatus
Project Manager, Insurance, Pensions and Rehabilitation, LVA

and SecCommerce," reports Stefan Lutter, Process Manager at LVA, acknowledging the timely and successful completion of the job.

Preparation for this new electronic archive involved scanning 600,000 paper documents every day and adding a qualified electronic mass signature before burning them on to DVD. Once the SecCommerce signature server checked the electronic signatures against a black list of the participating trust centers, the documents were transferred via an import pipeline and stored in the Archive Server in tamper-proof condition. The entire import process was recorded in logs according to the ID of each DVD, the number of images, delivery date, and the documents to be archived. This recording technique enabled the departmental administrators to ensure accuracy and completeness of the file import.

"This carefully thought-out process ensured that all of LVA's 2,000 administrators were able to access the files in the electronic archive after six days at the most," says a satisfied Achim Pilatus. He describes the image quality—i.e. the legibility of the documents –as outstanding in every respect.

The additional implementation of OpenText Production Document Management from OpenText has enables end-users at LVA to quickly and easily access files from an Internet browser. What used to take anywhere from five to seven days, at most two seconds elapse now between the receipt of a request for electronic documents in the archive and their display on screen. The appearance and functionality of the front end have been customized to the needs and requests of end users in order to make their work as simple and convenient as possible.

The electronic documents have also been integrated into the market leading AKIT (information technology working group) administration dialog. This integration provides administrators with instant access to the electronic file for the particular insurance transaction they are currently working on; with one click of the button, the document corresponding to the assigned insurance number opens automatically. The dynamic tree structure in OpenText Production Document Management provides users with a convenient overview of all subject areas and documents, and also allows them to check the signature at any time with a click of the mouse.

Benefits

It is no wonder that project manager Achim Pilatus is so satisfied with the electronic archive solution: the tedious work involved in file storing and searching has been eliminated. Instead, the files are available to administrators in a matter of seconds.

"The first electronic archiving of pension documents of this magnitude is a genuine milestone—digital files spare us the effort of transporting, storing, and laboriously searching for files while creating potential for optimizing our customer service," explains Pilatus. It is quite apparent to him that the 'good old' paper file is being gradually but surely replaced by the digital file. For one, electronic documents are much easier to index accurately than paper files. As a result, the more reined resultant structure is much simpler to work with and documents are easier to find.

"History in the writing!" is how Martin Nolte, Deputy Project Manager at LVA, described the successful import of the very last legacy file and with it the very first electronic archiving of pension documents of this magnitude.

Future Projects

The success of digital archiving is finding expression in subsequent projects. The organization now archives pension files for LVA Landshut, and for some time has also been testing digital transaction processing in a pilot project. The electronic files already stored are now being used as the information base. Even incoming mail is now scanned and supplied to administrators as digital documents. In future, copies of official letters and Microsoft Office documents will also be stored in the digital file.

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