ArcFlow – Deployment at the Unfallversicherung Stadt Zürich (City of Zurich's Accident Insurance Company)

The Unfallversicherung Stadt Zürich has replaced its paper filing system with an electronic one: ArcFlow's Document Management System (DMS). The company is now reaping the benefits of having all its important documents available centrally, at the same time profiting from highly-efficient business processes.

According to legal requirements, the Unfallversicherung Stadt Zürich has to store its insurance files for a period of at least ten years. As little as a year ago the company was still filing all its documentation in paper form. Several thousand insurance cases a year meant an ever-increasing amount of required file space. This finally led to the company's decision to file all its documents digitally going forward. "We started off looking for just a simple filing solution because at the time we assumed that such a software package would suffice for our purposes", Christoph Bebi, Head of Insurance Benefits and Deputy General Manager of the Unfallversicherung Stadt Zürich, explains. "Then we were introduced to the ArcFlow company and the many options provided by its document management system. The broad scope covered by this software solution and the manufacturer's expertise won us over immediately." For Christoph Bebi one of the most important features, next to the automatic and central document filing system, is the workflow function, which the company is meanwhile using extensively to support its business processes.

The digital document filing system was structured along the lines of the paper filing system: Each accident file consists of one digital folder split into a number of various subfolders, containing, for example, medical information, legal documents and general files. New cases are now processed directly in ArcFlow with the old ones remaining in paper form. The Unfallversicherung Stadt Zürich deploys its own self-developed ERP software solution which has been seamlessly linked up to the ArcFlow system. All claims are first recorded in the ERP system. ArcFlow then creates a respective accident folder. Once processed, the Word files created in the ERP system are filed in PDF format in the correct accident folders in ArcFlow simply at the push of a button.

"We would never be able to cope with processing all the claims if we did not have the appointment templates. We used to have to set special deadlines in Outlook. Now ArcFlow automatically reminds us of any open tasks making our work much more efficient. "

Christoph Bebi , Head of Insurance Benefits and Deputy General Manager of the Unfallversicherung Stadt Zürich

Efficient Processes using Workflows

The Unfallversicherung Stadt Zürich has defined standard workflows. For example, processing and forwarding a dossier is now depicted by an ArcFlow workflow allowing all those employees involved in the process to see at a glance which steps have already been completed, which task needs to be dealt with next and who is responsible. Follow-up functionality ensures that the staff at the Unfallversicherung Stadt Zürich never miss a deadline.

The insurance company also benefits from having its accident files centrally available to all workstations. The employees can now access any document from any desk – something which was totally impossible whilst working with paper files. This means that the insurance claims can now be processed simultaneously at different workstations, e.g. on the one hand by the Unfallversicherung Stadt Zürich's employees and on the other by its legal services department. "ArcFlow meant we could optimize and standardize our business processes", Christoph Bebi continues. "The DMS ensures that all our employees work according to the same principles. We also used ArcFlow to further standardize how our individual accident files are structured. As a result, we now have standardized accident files which are immediately available and can be easily reproduced."



