

CASE STUDY

Insurance Company Optimizes Email Workflow while Saving on Infrastructure Costs

As part of an organizational lift and shift strategy from physical servers to Microsoft's Azure Cloud servers, a large insurance company was looking to maximize the return on investment of their existing fleet of Konica Minolta devices, lessen the burden on their IT department, and use automation to streamline and restructure their manual document workflows.

CHALLENGE: Optimizing Email-Based Workflows in the Cloud

The customer had initiated the process of migrating their on-premise infrastructure to servers hosted in the cloud; they required a solution that could be hosted on the new cloud servers and would automate their time consuming and cumbersome email workflow process to increase efficiency and lower operational costs. Their existing document workflow was entirely manual, in which a large team of employees had to monitor eight email inboxes, review incoming documents, annotate them, and store them. Their ideal solution would optimize this process and be compatible with their chosen cloud infrastructure.

SOLUTION: Hosting Dispatcher Phoenix in the Cloud for Optimized Processing

Konica Minolta's award-winning document processing solution, Dispatcher Phoenix, is capable of being hosted in the cloud to provide this customer with advanced document capture and processing power without depending on physical servers. To fulfill the customer's document processing needs, a custom workflow was created that automated the customer's entire email annotation process and made better use of the company's resources.

To ensure the seamless collection and distribution of incoming documents, a workflow was configured to automatically check multiple email boxes for incoming mail. Every email received was archived, and any attachments were processed according to file type. Image files were automatically annotated before being converted to PDF format and routed to their final destination. Other file types, such as Microsoft Word, Excel, and WAV sound files, were routed to other designated Document Management Solution (DMS) locations.

In addition, Dispatcher Phoenix's powerful OCR was used to facilitate form recognition, populate information to perform database lookups, and dynamically annotate both standard and non-standard forms with customer information. Any forms that were not recognized were automatically routed to key recipients for manual auditing.

To support the customer's migration to cloud-based servers, Konica Minolta used the customer's Microsoft Azure Cloud Virtual Machine (VM) capabilities to install Dispatcher Phoenix in the company's cloud environment. This allowed Dispatcher Phoenix to accept emails and documents from external sources, process them within the virtual environment, and distribute them to the correct folder on the customer's internal network.



BENEFITS:

By leveraging the company's newly lifted environment to host the Dispatcher Phoenix on a VM, Konica Minolta was able to support the company's virtualization goals and completely overhaul their document-handling processes. The advanced Dispatcher Phoenix workflow that was created accomplished:

- Significant automation of the company's document collection, processing, and distribution.
- Reduction in document handling errors.
- Increased efficiency in document processing.
- Valuable time saved each month.

By installing Dispatcher Phoenix on its cloud servers, the company was able to maximize the speed and agility of its document workflow. With Azure Cloud's high scalability, workflow computing power was adjusted to meet the needs of the workflow, allocating more processing power to intensive tasks or large files. Dispatcher Phoenix and Azure Cloud both have enhanced reliability, load balancing, and other high availability features, which allow Dispatcher Phoenix to process documents after hours and on off days without supervision and without worrying about the physical servers being down.

TECHNOLOGY USED:

- 4 Dispatcher Phoenix Active Inputs
- Dispatcher Phoenix Office Package

RESOURCES:

[Driving Digital Transformation with Dispatcher Phoenix](#)

[Dispatcher Phoenix Hosted in the Cloud White Paper](#)

