

Customer

The Budar Group, an **Allstate** Insurance Agency

Digitizing Records Saves Space and Speeds Service

Key Benefits

- 2,000 records a day added to digital archive for instant accessibility
- Multiple users can search, find and access information
- Huge amounts of floor space now used for business, not storage



Digitizing Records Saves Space and Speeds Service

The Client

- **Allstate** Insurance Agency in Kailua-Kona, Hawaii
- More than 5,000 commercial and consumer customers
- 6-person, computer-savvy staff was working with a paper-based system

The Challenge

Each year, the average insurance office tackles approximately 20,000 documents, including applications, policy terms, renewal notices, claims documentation and declaration pages. With more than 5,000 customers, the Budar Group handled many more.

State government mandates require insurance agencies to store most documents for at least seven years. As a growing business, the Budar Group was literally running out of space for its ever-growing array of filing cabinets.

Requirements

- Implement an electronic document management system that would be approved by **Allstate**
- Increase security of—and access to—documents
- Eliminate inefficiency, wasted time and added costs of a paper-based system

The Solution

The Budar Group implemented the **DocSTAR** system with a **Kodak** i40 Scanner front end.* Billed as “the electronic filing system that people want to use,” **DocSTAR** allows enterprises to gain control over documents, improve retention and increase efficiency.

After a quick, one-hour staff training session by phone, the agency began using its system immediately, scanning 1,000 to 2,000 documents a day.

The electronic system frees up valuable floor space for more productive work. Employees can access the same document at the same time, and all stored information is now electronically searchable.

The system protects sensitive customer information better than loose pieces of paper, and the **DocSTAR** software can create a secure backup with the push of one button.

Three additional **Allstate** Agencies implemented a **DocSTAR** system with **Kodak** Scanners within one year, based on the success of the Budar Group’s installation.

Results

2,000

2,000 records a day added to digital archive for instant accessibility

- Multiple users can search, find and access information
- Valuable office space is now available
- Significant reduction in toner and paper costs
- Security knowing documents are protected and backed up
- Ability to simply email a request form or documents to customers

“Word of mouth is the best endorsement, and I have nothing but good things to say about this solution and the benefits it’s brought to the agency.”

—Steve Budar, The Budar Group

Want to Learn More?

Call: 1-800-944-6171

www.kodakalaris.com/go/docimaging

Kodak Alaris Inc.

2400 Mt. Read Blvd.

Rochester, NY 14615 USA

1-800-944-6171

Kodak Alaris Operations Canada Inc.

Mississauga, Ontario

Canada L5W 0A5

1-800-944-6171

*The **Kodak** i40 Scanner has been replaced by the **Kodak** i940, i2400, i2600 and i2800 Scanner options.

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