

“We simply couldn't handle the number of documents we're trying to produce without FormScape. We're taking on new clients all the time, and each one requires a new set of documents. With FormScape, I can create and modify documents for the entire company single-handedly.”

– Simon Cakebread  
Europ Assistance



C A S E S T U D Y

## Requirements

- > Streamline document creation and generation processes to support growth
- > Rapidly create new document types
- > Generate large quantities of documents
- > Maintain high reliability

## Solution

FormScape®

## Results

- > Enables a single developer to handle all document development for the United Kingdom office
- > Speeds document development
- > Reduces document costs by decreasing mailroom headcount by one person
- > Delivers high reliability



## INDUSTRY

Insurance

## COMPANY

Europ Assistance is the second largest travel insurer in the United Kingdom and for 35 years has been providing motor assistance services to United Kingdom motorists both at home and overseas. Europ Assistance is part of the worldwide group of companies that covers 208 countries.

## VOLUME OF DOCUMENTS PROCESSED

More than one million per year

## ERP SOLUTION

Legacy mainframe solution

# FormScape Enables Europ Assistance to Create Increasing Numbers of Documents Without Adding Resources

*Europ Assistance is one of the largest assistance companies in the world with subsidiaries in France, Italy, Spain, the United Kingdom, and the United States. As it continues to expand, Europ Assistance must streamline the business processes throughout its operations.*

*In insurance companies, one critical business process is the creation and generation of high volumes of financial and policy documents. Europ Assistance uses 456 different highly formatted, premium-branded, multi-page documents, which must be modified periodically to meet Financial Services Authority (FSA) requirements. The company generates more than one million individual documents per year. FormScape solutions are helping Europ Assistance to meet this challenge without additional resources. The company also plans to deploy FormScape in additional offices worldwide.*

*"Europ Assistance chose the FormScape solution after performing a six-month review of all the possible solutions available in the marketplace," says Simon Cakebread, Document Administrator. "FormScape's ability to incorporate graphics and logos along with its drag-and-drop visual development capabilities made it stand out from other providers."*

## THE FORMSCAPE IMPLEMENTATION

Europ Assistance uses a single FormScape server to generate and print documents from its legacy HP mainframe system. These documents include 12 types of insurance applications, 46 types of certificates, 9 types of renewal advices, 7 types of invoices, 6 types of statements, and 14 types of claims forms. Because Europ Assistance underwrites other companies' insurance policies, these must be produced using both its own logo as well as those for its various clients. Each of these documents employs complex, conditional logic to determine, for example, which cover letter should go out with the policy, the amount of the premium, customer information for financial statements, and so on.

Within the next 18 months, Europ Assistance plans to migrate to Oracle E-Business Suite applications. The company has successfully tested FormScape with Oracle via XML to ensure that it will be able to continue to use its existing document process automation solution with the new ERP.

## SUPPORTING GROWTH ON LIMITED RESOURCES

"The main benefits of FormScape," according to Cakebread, "are its speed, efficiency and ease of use. We're taking on new clients all the time, and each one requires a new set of documents. Our previous software took so long to program fonts and layouts, requiring us to work out the coordinates for every field and perform programming, that we simply couldn't continue using it. Now making amendments and maintaining our documents is so much easier. I can create and modify documents for the entire company single-handedly."

Using FormScape has also resulted in document delivery cost savings. Says Cakebread, "FormScape automatically does all our postal sorting, so we need one less person in the postal department."

Finally, Cakebread points out, "Europ Assistance has a large volume of documents to produce and as this volume is increasing with the development of our business, reliability of any document creation system is a crucial issue. The ability of FormScape to grow with our business and maintain exceptionally high levels of reliability are key reasons for our choice of this solution."

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