VZAJEMNA HEALTH INSURANCE COMPANY: SAFETY COMES FIRST EVEN WHEN PRINTING AND CAPTURING DOCUMENTS

Company name:
Vzajemna Health Insurance Company, d. v. z.

Industry:
Insurance

Founded:
1999

Location:
Ljubljana

Services:
voluntary health and accident insurance

Vzajemna Health Insurance Company is the largest specialised insurance company for voluntary health insurance in Slovenia. Apart from the primary offer of complementary health insurance, the company also offers a wide range of insurance plans when it comes to accident insurance, insurance with assistance abroad and insurance for quick access to quality health services. As one of the largest players in the field of insurance in Slovenia, Vzajemna manages a large amount of personal data of those covered by its insurance, which is why commercial safety is one the company's top priorities. Therefore, ensuring the highest level of digital security was one of the main decision-making factors when renewing the processes of printing and capturing documents.

Canon

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Vzajemna and Canon: the first steps of cooperation

There is a considerable need for safe printing and capturing of documents in a company with more than 300 employees. Kristina Bezjak, system administrator, has already been involved in the process of switching to a new equipment provider for printing and capturing documents in 2016.

Before starting the cooperation with the new partner, the process of printing and capturing documents was time-consuming and awkward for users, not to mention the frequent standstills when the operating system was being updated.

Several providers responded to the demanding inquiry, as not only did the fleet of leased printers and scanners have to be renewed, but specific safety approaches, management centralisation and a high level of traceability of the documents were also required. Due to the most consistent and well-rounded offer, which was also persuasive with its price, Vzajemna opted for a long-standing Canon certified partner, Copia biro.

How to ensure adequate safety standards?

Due to technical specifications of different suppliers, the inquiry itself did not predefine the way in which the contractor shall ensure the required level of safety when the printing and capturing of documents is performed. Therefore, prior to selecting the provider, Vzajemna were considering different technical options, by also involving the supplier of the electronic document system. Their spokesperson defined how the processes should be optimally organised according to all the rules: the capture of documents should take place through a web

service from a multifunction device to a document system.

Vzajemna thought that the capturing of documents to network drive folders or sending of the documents to e-mail addresses was not reaching the required safety level. Copia biro has therefore developed an application based on the MEAP platform. (The Multifunctional Embedded Application Platform is a software development kit for automating multifunction printers.) Canon's UniFLOW solution is used for a secure

login-based printing system at Vzajemna, so it made sense to use this identification system for the MEAP application as well. After the user logs into a particular device with their card, the application offers them an appropriate location for storing documents based on the level of competence. In the interface on the screen, colour icons for capturing the document to the electronic document system have been developed to simplify the usage.

"We were seeking better safety solutions as we wanted to reduce the number of manual tasks that the employees were performing several times a day and that were taking up valuable time, as well as a more stable system and simpler document management."

Aleksander Burjek,
Head of Information Systems Department at Vzajemna

The application can capture documents in several ways: to the user's folder in the document system via the so-called two-phase capture, where the scanned copy in the document system is subsequently equipped with manual entry of metadata, or to the folder of the document system, in which the processing procedures are later automatically started.

Versioning: saving time and raising productivity

The previous system was suboptimal as regards the physical installation of the devices and location of the captured documents. The MEAP application has completely eliminated this problem as it knows exactly where various versions of documents are located. Apart from saving time, the main advantage is the increased satisfaction of employees who no longer have to deal with the time-consuming paper and file searching tasks.

"Our employees do not have to worry about the operation of printing devices and scanners. There really is no need for that as there are hardly any problems with them."

Kristina Bezjak,
system administrator at Vzajemna

Automated device control: saving time and nerves

The use of previous solution often led to problems with operating system updates. In such cases, the support service was usually receiving several calls at the same time. The system of Canon devices and solutions is significantly more stable and we are experiencing no such problems. They manage the fleet of network multifunction devices with the iWEMC console, which enables devices to send their status through a common hub. As for safety reasons the devices should not communicate on their own outside the internal network. The toners are delivered according to actual needs; when the toner capacity is approaching 10–15 per cent, Copia biro sends a new one to the exact location of the machine. Furthermore, the system detects errors that the customer may not even notice. The device counters are stored, and the reception office uses them to create invoices that are paid at the cost centres.

"The flexibility of Canon's partner and the quality equipment are among the main factors that make us positive about our long-term cooperation."

Aleksander Burjek,
Head of Information Systems Department at Vzajemna

Effective partnership will continue in the future

Aleksander Burjek and Kristina Bezjak praise the exemplary cooperation between Copia biro and Canon. They quickly established an efficient environment for safe usage that works in accordance with the basic guidelines and policies of the insurance industry. The printing and scanning processes are now excellently protected against data abuse. The printers, multi-function devices and solutions are working reliably whilst the service support is proactive and extremely responsive.

See the bigger picture