

Secure and Compliant Mobility for Insurance

CAPTOR[™] SOLUTION BRIEF

Increase Productivity and Accelerate Insurance Workflows— While Keeping Sensitive Content Safe and Compliant

CAPTOR[™] from Inkscreen empowers your staff with mobility capabilities that generate benefits for your insurance firm, your staff and your customers. As documents, photos, images, and audio/video are securely scanned, captured, stored and uploaded to the home office—all from the point of customer interaction—more work gets done more quickly without risking data loss. With their mobile device of choice in hand, your staff can process applications for new policies and claims more efficiently, and customers can complete transactions with you more expediently.

Secure mobility enabled by CAPTOR comes in particularly helpful, for example, when claims adjusters inspect and document property damage for a claim The adjuster can visit a customer's home to take photos, annotate and add notes, and then create a PDF that is a photographic report supporting the claim. The adjuster can then send the claim to a processor in the home office or add to the claim via an existing claim processing app or website form. The processor in the office then saves the report to a file share system such as Oracle WebCenter Content or Microsoft SharePoint.

All this takes place, seamlessly and securely, right on the smartphone or tablet used by the claims adjuster, even if it is their own personal device. The internal staff can immediately access that claim and begin the claims review process. No more delays waiting for photos to be manually uploaded from a DSLR camera.



Giving your insurance firm this type of mobility plays a key role in accelerating many workflows like the one above—workflows that would otherwise require handling hard copy documents or forcing the staff to use desktop computers at the office or potentially driving them to use consumer apps outside of IT control, aka Shadow IT. With the advanced mobile capabilities provided by CAPTOR, everything happens quickly right at the point of servicing customers—the office conference room, in their homes, on the road, and any place else your staff needs to do business.

CAPTOR makes it easy and safe to scan documents, take pictures and capture video/audio files pertaining to any insurance-related business-workflow process:

- Scanning Paper Documents and Forms to PDF
- Claims Submissions
- Property/Home/Vehicle Photos
- Compliance Documentation

Video Recordings

- Audio Interview Recordings
- Embedding Photos into Files
- Whiteboard Capture

Advertising/Promotion Photos

The key to achieving advanced mobility capabilities is to do so securely and in compliance with all insurance regulations. CAPTOR achieves this by enabling the secure capture and management of sensitive business-related content and client personal identification information. Mobile users can then safely store and share files or transfer to a centralized database for searching, archiving and auditing purposes—a key requirement for industry regulations. For example, CAPTOR supports PDF version 1.3 - 1.7 including all PDF/A subtypes to meet US FDA and EU EMA digital archiving regulations.

All this can happen on corporate-owned devices as well as in bring-your-own-device (BYOD) environments. CAPTOR isolates business and personal files and makes it possible to wipe just the business files when an employee leaves the company. CAPTOR also leverages customized firm policies, metadata and watermarking to identify, track and manage captured content. In addition to enhancing document searches, these attributes allow insurance firms to identify if and how any documents have been modified.