



**NEWS RELEASE**

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### **A Smooth Passage for Marine Claims Management at WK Webster**

Claim and recovery agents WK Webster have been able to avoid taking on additional staff to deal with their increased work and paper overload by investing in an Avanquest document management system.

The switch from a traditional paper based claim handling system to an electronic document management system, which handles all correspondence from receipt to settlement, has improved claim processing times, resulting in better customer service, enhanced productivity and higher staff morale.

WK Webster deals with high volumes of 'paperwork' that flows between the Global Insurance Companies and those making the claims for cargo – it adds up to 25,000 claims a year for 500 clients.

WK Webster was involved in the cargo claim management of the MSC Napoli. The ship got into difficulty off the coast of Devon in Jan 2007 after gale force winds and huge waves caused serious damage to her hull. 70 different insurance companies had to be dealt with and the resulting claims took more than two years to process.

Graham Robinson, Avanquest's document management expert said "When I first met WK Webster to discuss ways of improving their manual workflow, they were sinking under paper. It was the job of the filing clerks to locate the files for the case handler. They were running around the office searching for files which were not in the racks. It took a lot of time and was frustrating for everyone."

It was becoming harder to maintain response times because the paper based system was inefficient. Individual claim files often needed to be shared by multiple departments - 2 negotiators could not view a file at the same time and this hindered productivity.

Now, via drag and drop functionality within Outlook, all correspondence and documents are stored and managed within the OnBase document management system. Avanquest seamlessly integrated OnBase with WK Webster's incumbent case management system, so users can easily reference documents against the case number.

Staff are able to respond to queries when they arise, as the information is available to all immediately - at the click of a button.

The system is so successful that it has been replicated in their Singapore and New York offices. Andrew Joannou, Chairman, W K Webster said "We are very well placed to grow the business without having to take on more staff or space. OnBase will help us absorb an increase in claim volume and to improve our response to clients and their clients. Frustration encountered both internally and externally when files could not be immediately located is avoided."

#### **Notes to Editors:**

Avanquest's Graham Robinson is available for comment. His image can be downloaded at <http://www.avanquest-solutions.co.uk/about-us/press/press-images/>

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