



ValueMomentum Case Study

OpenText Exstream implementation at a large financial services organization

Results

- Consolidated 2000+ Underwriting letters into 85 templates.
- Designed and implemented automated command line packaging utility with saving of time in packaging applications.
- Implemented Command Center & Exstream Delivery Manager modules help to generate multi-channel distribution via E-mail, Fax, Mail and Text messaging.
- Conducted Governance Reviews with Business and IT together towards continuous improvement.

Business Situation

- Financial Services company is modernizing their core platforms and providing e-Signature and multi channel communication capabilities to its customers.
- Printing single consolidated print files at centralized print shop and reduced print operations, processing and mailing costs.
- Enable E-Signature for faster business fulfillment and reduce new customer enrollment cycle expenditure cost.

Challenge

- Configuration of Multi-channel delivery methods & distribution.
- Fulfillment of Live documents.
- 2000+ underwriting documents and letters that are on MS Word and old MS Word functionality without the modern correspondence features.
- Lack of centralized correspondence template management system - leading to inconsistent customer communication and unable to generate target & personalized communications.

Solution

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- Designed and implemented automated command line packaging utility with saving of time in packaging applications.
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About ValueMomentum

ValueMomentum provides Software & Services to Insurance, Healthcare & Financial Services firms.

Our Software is offered as part of our Foundry family of products that addresses Product Configuration, Rating, Underwriting and Agent Portal. Our Services offerings include Application Development & Systems Integration, Enterprise Content Management, Quality Assurance & Testing, Information Management & Business Intelligence and Customer Relationship Management.

Contact ValueMomentum today by writing us at solutions@valuemomentum.com or visit www.valuemomentum.com.

Industry Recognition



Recognized by Tech Decisions & Novarica as Winner of 2012 RAVE Award based on high scores achieved in Novarica's Average Customer Experience (ACE) Rankings and in an Insurance Networking News and Financial Insights (an IDC Company) survey as "Up & Coming" and "Adds Best Value".



Ranked 24th in Deloitte Technology Fast 50 India, 225th in Fast 500 APAC.; Information Week EDGE Award for "Product Design & Rating"



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