Solving Your Print/Digital Mail Challenges

Modernize Communications Processes

By deploying a scalable, proven system powered by cutting-edge technology with a partner like Covenir, you can mistake-proof your document processes.

Key metrics

In the Insurance business, reliable and timely communication matters.

45M
Pages Processed

11M
Finished Mail Pieces Annually

covenir

VISION, MEET EXECUTION

🌐 www.covenirbpo.com

📍 Worcester, MA, USA

CHALLENGES ⌄

Many insurance companies face challenges with business interruptions such as storms, pandemics, strikes and more which can impact time-sensitive documentation and industry compliance regulations. For smaller businesses the lack of staff to manage daily bulk mailing processes can cause delays and for larger companies that rely on external print shops, the "Proof of Mail" and storing of documents internally can be overlooked.

SOLUTIONS ⌄

Covenir provides full-service print & distribution with a virtual print room. You can send out mailings without setting foot in an office; utlize barcode technology and reference files automatically; manage incoming payments and checks and more.

Print & Distribution

Inbound Virtual Mail Room

BENEFITS ⌄

1 **Collect and Process Incoming Mail**
Eliminate Manual processes, apply intelligent process automation and upload directly to your systems via API.

2 **Print and Mail Outgoing Communications**
Streamline print and distribution needs while fully automating print technology and reference files.

3 **Stay Compliant and On Time**
Regulatory and "Proof of Mail" requirements are fully supported.

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USE CASE 1: OVERFLOW SERVICES

Changing business needs required a customer to send out several large bulk mailings on an accelerated timeframe. Leveraging an existing relationship with Covenir for business continuity services we were able to handle over 110,000 documents in less than one week. Many of these mailings required our Proof of Mailing services and the timing and content was ever changing. By having Covenir handle these bulk mailings our customer was able to focus on their changing business needs, ensure all their regulatory compliance requirements were met, and not worry about supplies and other associated mailing processes that were bigger than the typical scope handled by their in-plant print shop.

"I definitely recommend Covenir's services. They are knowledgeable and solution-focused.

DARRIN CARVER
VICE PRESIDENT OF IT AND PROJECT MANAGEMENT
MENDOTA INSURANCE SERVICES

USE CASE 2: INTEGRATION TO PROCESS FLOW

A customer of Covenir implemented a common document repository to house content from all of their business systems. They needed a way to receive images of each mailing as they would look to the recipient, as well as the daily Proof of Mail files, each night so an automated indexing and upload process to their document repository could take place. They worked with Covenir to implement a structured upload process from which they could create an import mechanism to reliably update the document repository on a nightly basis. Their business users can now see reference documents and pull Proof of Mail reports on a self-service, as needed basis without requiring IT assistance or reaching out to Covenir for a document request.

USE CASE 3: FAST AND FLEXIBLE IMPLEMENTATION

An Insuretech startup carrier contracted with Covenir for several of Covenir's Business Process Outsourcing services, including Print. Only two months ahead of their projected go-live date the customer made the tough but correct business decision to part ways with their initial core systems vendor and engage with a new one better suited to serve their needs. Both Covenir and the customer had to quickly engage with the new vendor and adjust processes to ensure that deadlines were not missed. Working directly with the new systems vendor Covenir was able to restart and complete the Print implementation process ahead of schedule with minimal compromises on pre-production testing ahead of the go-live date. The customer was able to focus on other areas of the business while Covenir handled print output, enabling them to go-live on schedule.