



CASE STUDY: SNAP SHOT

Large Global Insurance Company benefits from increased company productivity and improved user experience since implementing Daeja's ViewONE Pro viewer



Company FACT FILE:

Geographic Location

Multiple sites in the United Kingdom

Industry Sector

Insurance

Environment

P8 |FileNet

Products Purchased

- ViewONE Pro
- Annotations Module
- Document Streaming Server Module
- Print Accelerator

No of ViewONE users

101-1000 users

1. Challenge to overcome

When purchasing Daeja's ViewONE Pro, performance was key and we required a viewer that could be easily integrated into our systems

Our viewing software was previously incorporated as part of our overall P8 FileNet architecture. During this time our business experienced issues with document download times and problems with reliability and stability with our Workflow and Imaging system. Since adopting Daeja's ViewONE Pro, these have largely been resolved and have now allowed us to look at quick wins in terms of improving the general user experience.

2. Daeja's solution

Our custom application exposes departmental and personal work queues together with searching capabilities. The application makes a call to a web server hosting Daeja's viewer and the document is streamed to the user in ViewONE Pro's applet window.

3. Benefits to Large Global Insurance Company

Results from a recently produced business case indicated significant time savings for end-users when viewing multiple page documents with ViewONE Pro. The results showed a significant increase in company productivity and the end-user's experience has also been greatly improved.

When viewing larger documents we are able to benefit from a greater range of functionality, including annotations with such features as sticky notes, which did not work properly with our previous viewer.



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CASE STUDY: IN-DEPTH

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The INTERVIEW :

Please introduce yourself and explain what your job role is within the company?

I am an IT Support Manager at a Large Global Insurance Company. Members of our Claims department use Daeja's ViewONE Pro product.

How did you go about sourcing us, where did you find us?

Daeja Image Systems was recommended to us through word-of-mouth within our organisation.

Describe how ViewONE Pro is integrated into your workflow

Our internal custom application exposes departmental and personal work queues together with searching capabilities. The application makes a call to a web server hosting Daeja's viewer and the document is streamed to the user in ViewONE Pro's applet window.

What back end system do you have?

P8 FileNet

Did you set out to look for a replacement for an existing viewer? If so, what compelled you to look for a replacement?

Various initiatives were in place within the organisation in 2007 to look at improving stability and usability of our workflow and imaging systems, where previously we used standard edition FileNet Image Viewer that ships with FileNet Application Engine Workplace. With the introduction of ViewONE Pro and the new Document Streaming Server Module this was seen as a functional improvement which could be introduced to improve user experience.

When you made your purchase from Daeja, what proved to be important factors in the decision?

For us performance was key and we also required a viewer that could be easily integrated into our systems. Our business case for the introduction of the new viewer was built on the basis of improved retrieval times and therefore potential increased productivity within our Claims department.

How would you describe ViewONE Pro's Product Performance?

Compared with the previous version of the viewer we were using, we have seen tremendous improvements when retrieving larger multiple page documents.

Which of the features of ViewONE Pro do you find most beneficial?

Daeja's Document Steaming Server Module is extremely beneficial because of the performance gains in document retrieval times on multi-page documents and the increased productivity of our Claims handlers as a result.

What would your evaluation be of Daeja's Support and Service Levels?

We have had very good support through implementation of ViewONE Pro from the support staff at Daeja Image Systems.

In what way/s does ViewONE Pro benefit your business?

Recently our organisation produced a business case indicating significant time savings for end-users when viewing multiple page documents with ViewONE Pro. The results indicated a significant increase in company productivity and the end-user's experience has also been greatly improved.



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