



TRUMBULL SERVICES L.L.C.

- A leading provider of business and technology solutions for the insurance industry
 - Headquarters: Windsor, Connecticut
 - Founded: 1997
- <http://www.trumbull-services.com>



INDUSTRY

Insurance

SOLUTION

Automated Document Generation

PRODUCTS USED

Adobe Document Server

Trumbull Services L.L.C.

Insurance services provider adopts Adobe® Intelligent Document Platform to generate customized documents for faster claims collection

Company Profile

Trumbull Services L.L.C. provides business process outsourcing (BPO) and application service provider (ASP) solutions to the insurance industry. The company's insurance services and technology solutions support key business processes, including policy administration, billing and collections, and subrogation recovery to assist companies with collecting on outstanding claims. For instance, insurance companies use Trumbull ASP solutions to enable their collections staff to automatically generate materials related to claims follow-up.

“Insurers generate large volumes of collections documents every day,” explains Keith Raymond, director of information technology at Trumbull. “With our services, clients can quickly and reliably produce the materials they need, without having to develop complex internal systems for creating documents.” To enhance its subrogation services, Trumbull integrated Adobe Document Server, a component of the Adobe Intelligent Document Platform, with its Web-based workflow tool called SubroSource.

Challenges Faced

- Merge data and images to create quality, customized claims documents
- Ensure cost-effective, reliable generation of claims materials

Every step in collecting on outstanding claims must be documented. After employees call claimants or other insurers, they must create a follow-up letter for delivery to the contacted party outlining the actions needed to resolve the claim. Given the large volume of correspondence—claims specialists at a client site can generate more than 4,000 documents daily—Trumbull automated the document creation process by enabling clients to generate follow-up correspondence using SubroSource. However, when a client wanted to merge general correspondence with photos and images associated with claims, Trumbull found it needed to extend SubroSource's document generation capabilities.

To handle thousands of document generation requests daily from clients, Trumbull needed a highly reliable, powerful document services solution. This would enable the company to meet insurer demand for quick turnaround—claims letters must be generated within 24 hours of initiated activities—and scale the system to meet new client needs. In addition, any document generation solution would have to integrate easily with existing systems, including the SubroSource application on a UNIX® server and enterprise content management systems at client sites.

Success Strategy

By integrating Adobe Document Server with SubroSource, Trumbull automated the process of generating claims letters that incorporate written descriptions and images associated with collecting on insurance claims. Previously, creating documents that included text and images was a manual process that involved staff printing and attaching photos to claims letters. “Successful claims recovery depends on delivering materials that are timely, clear, and tailored to all recipients,” says Raymond. “Adobe solutions help us to quickly generate the documents our clients need.”

“Adobe document services are extremely stable and handle high-volume document processes. The solution delivers excellent results—and does so in much less time and with far fewer resources than if we tried developing the same capabilities on our own.”

Keith Raymond,
Director of information technology,
Trumbull Services L.L.C.

RESULTS

- Streamlined creation of tailored, professional claims documents
- Minimized IT expenses to develop and maintain a document generation system
- Responded quickly to client demand for customized services
- Reduced operating costs by automatically generating quality documents

Trumbull clients initiate the creation of letters through SubroSource, which outputs materials in Adobe Portable Document Format (PDF). The Adobe solution then merges the claims letter in the Adobe PDF file with images stored in a FileNet content management system at the client site. The letter and images are combined into a single Adobe PDF file that is sent electronically to the client for printing and mailing.

Prior to adopting Adobe solutions, Trumbull tried using Open Source technology to build this functionality. However, the technology did not permit them to achieve the stability or processing speed they wanted.

Results

The stability and ease of integrating Adobe Document Server with existing enterprise systems—SubroSource at Trumbull and a FileNet ECM system at the client site—enabled Trumbull to cost-effectively offer enhanced document services. As a result, a client can quickly generate thousands of customized letters daily in Adobe PDF files that include claims images.

Because digitally storing images used in insurance claims can require terabytes of storage space, it is impractical for Trumbull to store all of the images as part of SubroSource. It is most efficient instead to keep these images at the client site. Says Raymond, “With the Adobe solution, we can merge content from our system and from our client’s system into one document. This saves considerable time and expense because we can leverage information that our customers have onsite, without recreating the work they’ve done.”

In less than an hour every day, the Adobe solution assembles and generates more than 4,000 pages of customized claims documents in Adobe PDF files. “Adobe document services are extremely stable and handle high-volume document processes,” says Raymond. “The solution delivers excellent results—and does so in much less time and with far fewer resources than if we tried developing the same capabilities on our own.”

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