

Deutsche Rentenversicherung

Case Study

TUNGSTEN
AUTOMATION



Case Study

Deutsche Rentenversicherung has automated its incoming mail, freeing up resources for important new tasks

The three primary drivers that prompted Deutsche Rentenversicherung to upgrade to Tungsten Automation TotalAgility were the pursuit of enhanced stability during peak workloads, a desire for more autonomy in addressing change requests, and a focus on fostering innovation

DRV's extensive workflow requires numerous branches, loops and integrations with additional systems. Employees only have to manually process about 6% of cases; the rest is carried out entirely automatically. Other departments are now planning similar upgrades.



50%

shorter
processing time

80%

automated incoming
mail processing

Boost

in employee motivation
by adapting tasks

Thanks to Tungsten TotalAgility, we've been able to reassign some of our classification team employees to other tasks, so they can realize their full potential.

Ronny Stein,
Head of Scanning and Projects, DRV Rhineland-Palatinate, Speyer

ABOUT DRB RHINELAND-PALATINATE

www.deutsche-rentenversicherung.de

As a regional provider of statutory pension insurance, DRV Rhineland-Palatinate employs 2,200 people. They look after 1.5 million insured persons and 80,000 employers and pay out 642,000 pensions in Germany and abroad.

FOCUS

Incoming mail processing

PRODUCTS IN USE

Tungsten TotalAgility®

BENEFITS

- Shorter processing times
- Automated incoming mail processing
- Relieves employee workload and boosts motivation
- Pilot operation after 4 months, full migration after 1 year

The three primary drivers that prompted Deutsche Rentenversicherung to upgrade to Tungsten TotalAgility were the pursuit of enhanced stability during peak workloads, a desire for more autonomy in addressing change requests, and a focus on fostering innovation

Deutsche Rentenversicherung (DRV) covers 57 million insured persons and paid out pensions totaling €291 billion in 2019. Five regional organizations were involved in the migration to

We're glad that we were able to work with a team of professionals dedicated to the project right from the start. They guided us steadily through the migration

Ronny Stein,
Head of Scanning and Projects,
DRV Rhineland-Palatinate,
Speyer

Tungsten TotalAgility, starting with the pilot project in Rhineland-Palatinate, and continuing with the regions of Northern Bavaria, South Bavaria, Swabia and Hesse. The inboxes of these locations receive a total of around 300,000 pages every day, equating to 77 million pages per year.

Back in 2012, Deutsche Rentenversicherung rolled out Tungsten Capture to scan incoming documents like letters or forms using barcodes. This marked the first step towards automation. In 2015, they switched to TIS eFlow, an automatic classification solution, however, it wasn't long before the system no longer met the insurer's ever-increasing requirements. TIS implemented special functionalities through customization, which made DRV increasingly dependent on the company and sometimes even on specific developers. Tungsten's acquisition of TIS provided the ideal opportunity to migrate to Tungsten TotalAgility.

Task

Deutsche Rentenversicherung is subject to numerous legal provisions and ever-changing requirements relating to document processing. Security and data protection also represent two major challenges, since information regarding insured persons and their medical history is highly sensitive and must be handled appropriately. As well as stability, flexibility and automation, the

team needed a solution that could be upgraded on an ongoing basis and which used the latest technologies. It had to maintain the highest level of data security, guarantee strict client separation, and automatically separate and recognize incoming documents. DRV also had challenging requirements when it came to speed. Incoming mail had to reach the relevant person within two days of receipt so that it could be dealt with promptly.

Solution

Since migrating to Tungsten TotalAgility, automated processing now begins right after incoming documents are scanned. First, the system reads all the information and indexes the documentation so that it can be assigned to the correct insurance number. The documents are also separated automatically, with the solution recognizing where the current document ends and the next one begins. This eliminates the need to separate documents manually. Each PDF file contains only the pages of each standalone document. Tungsten TotalAgility then classifies documents and identifies them accurately from over 600 form types. All information is then exported and passed to a specialist department for further processing. Employees only need to intervene in the automated process if the system cannot clearly index, separate or classify

documents. If this happens, the document in question appears on a suitable employee's monitor. They then assist by assigning the document correctly. Each time a document goes through this feedback loop, the system's automatic recognition improves. It is continually learning from each initially unclear example and becomes able to recognize an increasing number of unique cases and exceptions on its own.

DRV's extensive workflow requires numerous branches, loops and integrations with additional systems. As such, Tungsten TotalAgility has

considerable demands to meet. Thanks to the new migration, employees only have to manually process about 6% of cases; the rest is carried out entirely automatically. This is thanks to the system's learning capabilities. To classify a document, Tungsten TotalAgility analyses its layout and content. The solution determines up to 10,000 features per class and calculates the degree of similarity with all known class features. With each manual feedback loop the system learns more, meaning its automatic processing becomes ever more precise.

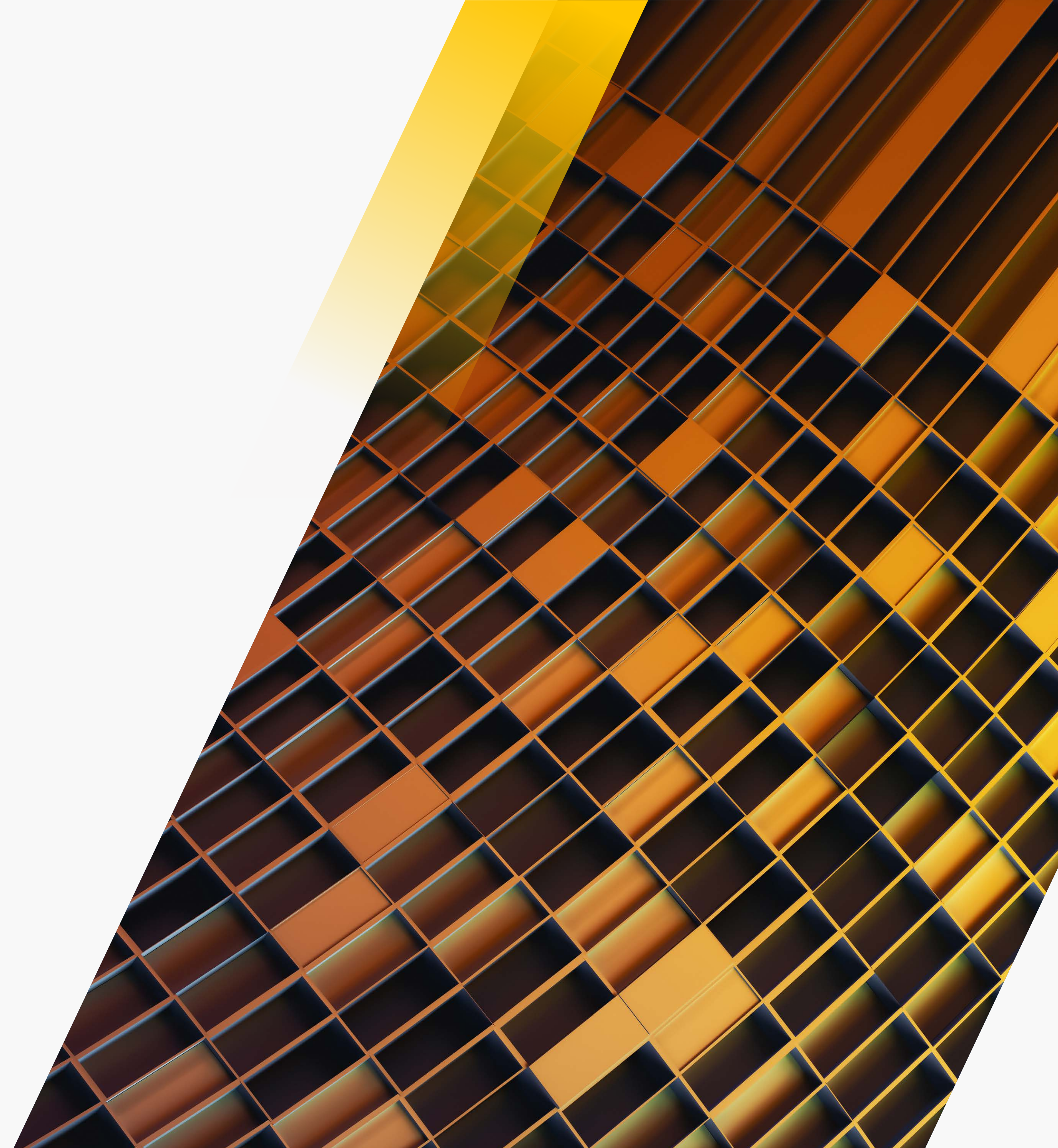
We opted for an efficient group, a superb product, and rapid support, and we were absolutely right to do so. When it comes to classification, we can now entrust additional and more challenging tasks to employees because Tungsten TotalAgility handles so much of the process automatically. This takes a lot of pressure off the team.

Ronny Stein,
Head of Scanning and Projects, DRV Rhineland-Palatinate, Speyer

Results

The migration to Tungsten TotalAgility took just one year, with production live at the pilot site after just four months. Updates to more recent system versions followed and additional regions were connected. "We're glad that we were able to work with a team of professionals dedicated to the project right from the start. They guided us steadily through the migration," says Ronny Stein, Head of Scanning and Projects, DRV Rhineland-Palatinate, Speyer. "We opted for an efficient group, a superb product, and rapid support, and we were absolutely right to do so. When it comes to classification, we can now entrust additional and more challenging tasks to employees because Tungsten TotalAgility handles so much of the process automatically. This takes a lot of pressure off the team."

Deutsche Rentenversicherung has been so impressed by the performance and innovative strength of the system that other departments are already planning projects of their own. In future, for instance, the medical service may support its teams by using Tungsten TotalAgility AI to read medical documents and compile key data to provide a basis for decision-making.



About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit www.TungstenAutomation.com

www.TungstenAutomation.com

