

PROFESSIONAL DOCUMENT MANAGEMENT FOR THE VIRIDIUM GROUP

Challenge

Approx.

4 Million

life insurance policies:

Document management for administration



Solution

Attractive solutions for **incoming and outgoing document processing**

Benefit



Increased flexibility for reliable customer service a month ensures efficiency

Viridium Insurance Group is a leading specialist in the efficient management of life insurance portfolios in Germany. Recognizing further potential for optimization in the area of document management, the company looked for a partner who could innovate in the area of incoming mail processing and provide suitable solutions for document printing and dispatch in order to position Viridium for the future.

With a total of around 4 million policies and assets of more than 60 billion euros under management, the Viridium Group is one of the largest life insurance groups in Germany. For a company of this size, efficiency and precision in scanning incoming documents for processing is crucial, in order to provide customers with optimal service. Incoming mail previously processed at several sites would now be centralized at a single location. The group was also seeking a new solution to deal with the printing and shipping of high volumes of documents.

SPS convinced Viridium with a full-service portfolio for incoming and outgoing processing of customer mails. The desire to bundle various solutions under one service provider was met.

Centralization with high flexibility

The decision was made to process all documents centrally at SPS in Bamberg, where incoming mail is scanned and prepared for further

processing. Centralization enables the company to scale processes economically. SPS is ready to accompany Viridium on its planned growth course with correspondingly higher volumes.

Innovative solutions for hybrid document delivery

In addition to processing incoming mail for the insurance group, SPS was also tasked with handling the high-volume printing and dispatch of documents. IT tools ensure an intelligent postage concept. The mail is pre-sorted by SPS and thus optimally prepared for the respective dispatch service provider.

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In SPS, we have found a partner who can handle the central processing of incoming and outgoing customer mail for our life insurers, enabling us to provide reliable services to our customers. We are delighted about the partnership with SPS and look forward to working together.

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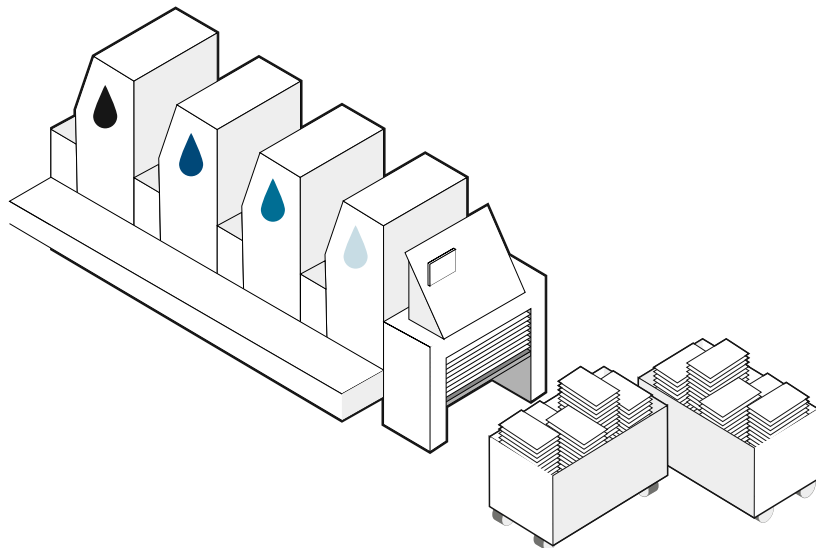
– Stefan Lehmann, Division Manager Integration & Process Management

Continuous expansion of the partnership

As part of their partnership, Viridium and SPS are exploring further opportunities for cooperation. SPS is very well positioned with its service portfolio, thanks to its wide range of services and innovative approaches to document management. This includes the PriMailOne printer driver solution, enabling employees to create documents for their day-to-day business even in their home offices, transmit them

digitally to SPS and then have them sent centrally.

In addition, all processes related to clerical activities, from simple address changes to complex incidents, are part of SPS's specialty. Many insurance and financial services companies are already benefiting from SPS's versatile services and expertise



VIRIDIUM
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About Viridium

Viridium Group, with approximately four million policies and assets under management of more than 60 billion euros, is the leading specialist in the efficient management of life insurance portfolios and one of the largest life insurance groups in Germany. The portfolio companies of Viridium Group are Entis Lebensversicherung, Heidelberger Lebensversicherung, Proxalto Lebensversicherung and Skandia Lebensversicherung. In total, Viridium has around 770 employees who are committed to serving the needs of its customers

