



DOMINGUEZ INSURANCE AGENCY USES CLICKSCAN TO ORGANIZE THEIR BUSINESS

Big Cases, Big Problem

The Farmers Insurance Group of Companies was founded in 1928 when Farmers Insurance Exchange, an automobile insurer, was formed. Today, the Farmers Insurance Group of Companies is the country's third-largest writer of both private passenger automobile and homeowners insurance.

Dominguez Insurance Agency, a Farmers Insurance Agent in El Paso, Texas, has a very successful agency with over 30 new clients each week. This success, however, led to a big problem ñ they were running out of space because of the number of overflowing file cabinets they had to keep.

Searching for an Efficient Solution

To solve these problems, the Dominguez Insurance Agency contacted Professional Document Systems. Following a document analysis, PDS suggested a system including:

- ClickScan Document Imaging software
- Canon DR-2080 Document Scanners

The ClickScan software and document scanners will allow for their insurance files to be stored electronically instead of filling up filing cabinets.

Document Imaging Saves Files and Office Space

Dominguez Insurance had over 20 file cabinets, and they were adding 30 new insurance files each week, With over 500 pages being stuffed into file cabinets each week, document imaging was the perfect solution.

Using ClickScan, the Dominguez agency is now able to scan their files and policies into electronic files, storing them on their computers for a massive savings in space. ClickScan also gives them instant access to any of their files, without ever having to worry about a file getting lost or destroyed ever again.

Benefits for Dominguez Insurance

What did this mean for Dominquez Insurance? Cost savings, greater efficiency, and a fully integrated system where employees can access any file from ClickScan immediately. They can now track, recall, and store vital information related to these policies in seconds, improving customer service and speeding up claim processing.

Dominguez Insurance showed a return on investment with ClickScan within 3 months, with a first year ROI of over 150%.

BENEFITS

- Improved efficiency
- Security features limit access to confidential documents
- Speeds up claims processing and customer service
- Access any policy directly from any computer instantly
- Massive space savings from fewer file cabinets and boxed files

SOFTWARE

- ClickScan Document imaging software

SCANNERS

- Canon DR-2080 Document Scanners

ROI

- 1 year ROI - 160%
- 3 year ROI - 341%
- 5 year ROI - 413%
- 81% Annual Rate of Return
- 3 Month Break-Even period

PDS

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