

Lexmark Introduces Smart Document Capture for Insurance

Capture solution helps insurers provide a connected, digital customer experience.

Lexmark International, Inc., a global imaging solutions leader, today announced the availability of Lexmark Smart Document Capture for Insurance, a solution that leverages the Lexmark smart multi-function printer (MFP) to help insurers digitize key processes to better serve customers, gain efficiencies and ensure compliance.

“Insurance customers today expect to interact through digital channels that provide a simple, convenient and consistent experience,” said Larry Early, Lexmark global industry director. “Despite progress made, much of the information required for core insurance processes--like applying for new coverage, renewing a policy or filing a claim--is still communicated through paper-based documents. Getting that data into an otherwise digital process can be time consuming, costly and an irritant to customers. We developed Lexmark Smart Document Capture for Insurance to help carriers and agencies overcome this challenge.”

Lexmark Smart Document Capture for Insurance enables insurance carriers and agents to provide a connected, digital experience by effectively and efficiently capturing and processing paper forms and documents and quickly inserting them into existing systems of record to streamline digital business processes.

“This solution effectively turns the Lexmark MFP into a gateway to core systems for an agent, claims adjuster, field underwriter, home office associate or anyone supporting a customer,” Early added.

Smart Document Capture for Insurance was designed to streamline, digitize and simplify information management all across the insurance enterprise, allowing users to:

- Onboard new applicants with ease: Automate new application capture, tracking and alerts for faster processing and more efficient onboarding.
- Accelerate remote payment processing: Easily submit and validate payments directly from the Lexmark MFP in a local office.
- Enable automated claims processing: Leverage automated data extraction and verification to quickly process claims documents, eliminate errors, and avoid redundancies.

With capabilities that range from scanning directly to a system of record to intelligently processing documents, Lexmark Smart Document Capture for Insurance is tailored to meet the specific needs of the insurer. A fast, intuitive and simple user experience requires minimal training for enterprise-wide use. Intelligent technology makes it easy to capture documents and identify any missing customer information at the point of origination to drive customer satisfaction, process accuracy and compliance. The solution’s agility makes it easy to integrate information and documents captured even at remote locations.

“Lexmark has decades of experience providing document management solutions to the insurance industry,” said Allen Waugerman, Lexmark chief technology officer. “Our depth of industry expertise and leading document capture and processing technology has allowed us to create solutions that reduce costs, eliminate manual tasks and increase productivity for insurance carriers across the globe.”

Lexmark Smart Document Capture for Insurance is a custom solution available via Lexmark authorized resellers or directly from [Lexmark](#).

Supporting Resources

- Learn more about Lexmark [Smart Document Capture for Insurance](#).
- Find out how [Lexmark Insurance Solutions](#) can transform your operations.
- Watch this video to see how [Unum Group](#) benefits from Lexmark insurance capture solutions.
- [Subscribe](#) to the Lexmark News Blog.

About Lexmark

Lexmark creates innovative imaging solutions and technologies that help customers worldwide print, secure and manage information with ease, efficiency and unmatched value. Open the possibilities at [Lexmark.com](https://www.lexmark.com).

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