

# e-solutions

FOR TODAY'S DIGITAL OFFICE



Integrity & Discretion

## E SOLUTIONS ON THE CASE:

### ABOUT THE COTSWOLD GROUP

Established in 1990, The Cotswold Group are the leading supplier of Claims Validation services to the UK Insurance sector.

The Cotswold Group stand alone in delivering excellent customer service.

Their integrity and discretion go towards protecting your brand whilst ensuring your honest customers are guarded against dishonesty and exaggeration.

Experience, investment and dynamic leadership set The Cotswold Group apart. They guarantee to help you define a strategy and deliver results.

*"With the new print strategy and the ability to scan multiple documents onto the system and for these to be readily available to Case Handlers, we have accelerated the process significantly. This has enabled the Company to cope with a 33% increase in Claims volumes this year. With these new innovations The Cotswold Group has introduced a paperless office this year."*

*Dave Phillips,  
Chief Operations Officer*

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### THE PROBLEM

Print costs were escalating out of control, with no strategy in place, since the dynamic growth of the company ad hoc printers were purchased as and when required. The scanning of documents was a laborious process and involved a lot of manual intervention before the information was available for the Case Handlers to use.

### THE SOLUTION

E Solutions conducted a print audit to initially identify how much their printing was actually costing the Group, how much printing the Group was doing and more importantly why they were doing it that way.

With no print strategy in place and the rapid growth of the company The Group had bought 14 networked printers of different models, mainly colour, with no controls to measure or restrict usage. No maintenance solution was in place and print costs were very high and increasing.

The scanner was an old Konica Minolta machine and the software was implemented such that a separate standalone computer was required to scan to, before the operator could then save to the network and then place into the Case Management System before the paperwork was available to use. Scanning speeds were slow and the process too complicated to make this an efficient system.

E Solutions recommended removing all 14 printers and replacing with 3 Canon Colour Multifunctional Printers, with full scanning capability. Remote diagnostic software was installed so that the print solution was managed by E Solutions to take all administration away from The Cotswold Group.

### THE BENEFITS

Dave Phillips, Chief Operations Officer, confirmed the solution implemented by E Solutions has saved the Group over £24,000 per annum, and has given them a print strategy based on their growth targets. He said "With the new print strategy and the ability to scan multiple documents onto the system and for these to be readily available to Case Handlers, we have accelerated the process significantly. This has enabled the Company to cope with a 33% increase in Claims volumes this year. With these new innovations The Cotswold Group has introduced a paperless office this year.

We now default all printing to duplex, which has a positive effect on the environment by reducing paper use, whilst also saving on money and default to black and white which reduces costs even further.

We have been impressed with the way E-Solutions have constantly worked with us to identify other areas where we can improve efficiency and reduce costs. We wouldn't have been able to make the improvements without the skill and expertise of E-Solutions."

There is a 3 year refreshment programme in place to keep in touch with technology.

Chris Stock, Managing Director of E Solutions explained E Solutions approach:

"Our aim is to fully understand how our customers operate and what their current costs are, so that we can recommend a strategy going forward to enable them to realise productivity and efficiency benefits within their business, which they can translate into increased profitability.

Once the solution is implemented we continue to monitor usage and trends and work with the Customer to ensure that the solution we recommended remains the most relevant and cost effective."