Coverys
Client Success Story

Coverys Chooses Experlogix Document Automation to Replace Aging Document System

Coverys was looking for a software vendor that could enhance the functionality upon which their key business workflows were based.

Challenge

The document composition software Coverys used to create and maintain their library of policy documents was nearing end-of-life. Support for the product was already winding down. The software vendor would no longer supply new updates, fixes, security alerts, regulatory updates, or critical patches. The insurer had to find a replacement and manage an orderly transition to a modern document system — without disrupting operations or embarking on a lengthy, labor-intensive project.

Internally-developed systems faced the same challenges. At some point, it became too expensive for Coverys to continue modifying and patching their home-built legacy software. They started searching for software vendors that could enhance the functionality upon which their key business workflows were based. In the document management space, Experlogix is one of those companies prepared to help customers make the transition.

CLIENT
Coverys

PARTNER
Experlogix

INDUSTRY
Insurance

CORPORATE DETAILS
Coverys is a leading provider of medical professional liability insurance and services for healthcare providers across the United States. The company offers innovative solutions, advanced analytics, education, and resources to help their policyholders reduce risk and improve outcomes.

COUNTRY
Boston, MA, USA

Solution

Coverys declared two mandatory requirements for the new software. The system had to replicate over 300 existing policy document templates accurately. Experlogix Document Automation's migration technology provided Coverys with the ability to convert the original code automatically. While no migration tool can handle every possible circumstance, Experlogix Document Automation continually refines their US patented and award-winning tool, and fine tunes it for each customer's environment.

Experlogix Document Automation's process also preserved the original code for reference. This feature provided Coverys an opportunity to research and reference the state of policy documents before the Experlogix Document Automation conversion. In addition, the new system came with a workflow tool, which fixed this difficult procedure – Experlogix Document Automation built a preview portal to streamline the migration.

The system had to broaden printer support. The legacy software could only print to one brand of printers, which was not the corporate standard. Experlogix Document Automation's modern solution is highly flexible and can be easily configured to print to any required printer. Experlogix covered both of their customer's must-have requirements – and more.

Result

The insurer sought a modern and flexible solution that they could manage with business users instead of IT professionals. Their legacy software featured a Word-like interface but did not support all the functions and required specialized knowledge. Leveraging the power of Microsoft Word, a familiar user environment, Experlogix Document Automation enables the Coverys team to use all of Word's sophisticated capabilities — including embedded tables, which were featured in many of Coverys' document templates.

One of the most impactful factors that contributed to the success of the document conversion project was Experlogix Document Automation's ability to automatically migrate the legacy documents. Experlogix Document Automation implemented the conversion on schedule and under budget. Transition was smooth and brought superior results, such as improved document quality and minimized professional services costs.

After completing the large conversion project, Coverys is concentrating on getting all parties up to speed on the new software. They will likely identify more projects, and the Coverys team is looking forward to working with Experlogix again.

Want to learn more?
Speak with one of our experts.

Get Started

> "I spoke to anyone who would listen about how life-changing Experlogix Document Automation is for us and how we're going to be able to get so much done this year because we will no longer have to spend hours and hours generating files. So, thank you!"

Cait Merrigan
Supervisor, Underwriting Systems Analysis

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