

COMPANY

**CIC
INSURANCE
Kenya**

INDUSTRY

INSURANCE

Location

Nairobi Kenya

Project

**Supply And
Installation of
Electronic
Document
Management
System**

CASE STUDY

Co-operative Insurance Company of Kenya Limited (CIC Insurance) Improves its internal insurance processes like underwriting through the use of Enterprise Content Management technology

The Co-operative Insurance Company of Kenya Limited (CIC Insurance) was established in 1978 under the name Co-operative Insurance Services Limited (CIS), but changed its name in 1999 to the Co-operative Insurance Company of Kenya Limited (CIC Insurance), as part of the company's market repositioning strategy of completely changing the then small company to a respected insurer in the country.

The company underwrites both Life and General classes of insurance. The CIC insurance is the preferred underwriter of the cooperative movement in Kenya. It is ranked among the top six high performing insurance companies in Kenya, committed to providing relevant, competitive and high quality insurance products and services that make its customers financially secure. It serves all sectors of the economy while developing and nurturing strong partnerships with the Co-operative sector and intermediary organizations.

To accomplish its mission as well as achieve its corporate vision, the company chose to implement a Document Management System & Rule-Based Workflow Solution. Coseke bided successfully for the supply of the system and digitization of their archives. The project entailed collecting data from all departments so as to map out the work flows and the business processes, which took a period of up to one month. This was immediately followed by our bureau service teams camping at the client's premises to execute the scanning and indexing process. Over 800,000 documents were successfully scanned and indexed in 40 days. On completion Coseke installed a DMS & Workflow System including supplying two scanners for continuation of the scanning process. It took Coseke one month to implement the workflow process for various departments including training

ABOUT COSEKE

COSEKE Limited is the premier Document Management Solutions company in the East Africa region with offices in Kenya, Uganda, Tanzania and Rwanda. The firm was founded in 1990, in Tanzania and has a dedicated, highly skilled team of staff in various capacities of ICT. COSEKE is your one-stop shop for all your Business Process Management solutions. At COSEKE "Quality Means No Compromise" in our everyday engagement with our clientele and suppliers.

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users on the system.

The system has been successfully operational since the date of commissioning in September 2005. It is encouraging to read the client's testimony on the successful implementation of the system: "All of us have same opinion that G360 Work Manager is a comprehensive and reliable software package, which can greatly improve the efficiency and effectiveness of our daily operations. The stable system performance so far also gives us a confidence on the roadmap for our business processes automation and can eventually sharply reduce the workload of underwriting and claims processing".

The testimony further states; "We also appreciate [Coseke] outstanding service quality ... and technical support.... Their quick, accurate and helpful response reflects that they are a group of responsible & trustworthy persons while facing any emergency events. Without their professional service, we believe that we couldn't have moved smoothly during the implementation period".

This is one of many success stories that have set us apart in the Document Management Industry. We are proud to be associated with CIC in facilitating the provision of quality service to her clients by implementing a system that enables quick access to the desired information, minimized paper usage and offers high security levels ensuring confidentiality of information.