



**Case study: DDOR Novi Sad**

**Implementation of Document Management System and software for automation of fraud identification procedures within companies and procedures for customer complaint processing**

**Case study:** DDOR Novi Sad  
**Industry:** Insurance  
**Country:** Serbia

**Customer Profile:**

Insurance company with more than 65-year-long tradition, a member of Fondiaria SAI Group with a broad range of insurance sectors. Duly adhering to standards or professionalism and responsibility, by introducing and applying new trends in insurance, the Company provides the insured with full security for undertaken risks, and shareholders with capital security and interest protection.

**Solution applies to:**

- Insurance companies

Fraud prevention at damage compensation is one of the basic prerequisites which protects the company from ungrounded payments and thereby ensures profit and economic security to employees. The procedure is closely integrated with damages procedures and DDOR core applications running damages. Each fraud case is checked through several levels, starting from fraud indication, case triage, fraud investigation and verification of investigation processes. This prevents fraud occurrence and, also, a possibility to lightly declare fraud.

Quick and efficient response to customer complaints is the main activity which enhances communication with customers, increases their satisfaction and thereby creates preconditions for expanding the scope of insurance for both private individuals and legal entities. Each customer complaint is entered in the system and forwarded to analysts who undertake complaint processing. If required, the analysts engages employees from other organizational units in establishing complaint grounds, and, also, in rectifying the situation which caused the complaint. The entire process is monitored by supervisors who can involve themselves personally in complaint resolution.

**Benefits of the implemented system:**

- Documents available at any time
- Centralized electronic archive
- Faster information flow between system users from different organizational parts
- Automated business procedures
- Quicker response to customer requests
- Shorter time and lower costs of processing
- Possible work flow monitoring and optimization of business procedures

