Assuring Insurance Automation and Document-Driven Operations

Prepared By :

Reveille Software

Why Top Insurers Trust Reveille

Insurance + Reveille = Assurance

Top insurers trust Reveille to keep capture, claims, and policy workflows running without interruption. Our proactive visibility takes action before downtime occurs, improving reliability, response time, and overall operational efficiency.

Reveille goes far beyond standard monitoring—providing assurance of availability, compliance, and performance across the ECM, IDP, and RPA platforms that drive insurance operations from underwriting to claims resolution.

Why Insurance Chooses Reveille

- **Avoid process interruptions**: Whether its claims, risk assessment, or invoices, Reveille assures document processes run optimally.
- **Improve service levels**: 95% of organizations meet their content system SLAs with Reveille.
- **Lower IT support burden**: Free your team from manual health checks, troubleshooting, fire-fighting.This is auto-healing for your automation.
- **Shrink MTTD/MTTR**: Detect issues before end-users and decrease unplanned downtime by over 50%.

Insurance Processes Run with Reveille

For processes powered by Hyland, OpenText, IBM, ABBYY, Tungsten, & Microsoft ECM/IDP.

Hyland
opentext
IBM
ABBYY
TUNGSTEN AUTOMATION FORMERLY KOFAX
Microsoft

First Notice of Loss (FNOL) intake

Capturing accident forms, medical reports, or photos from multiple channels (email, mobile app, scanned docs).

Claims Processing

Automating approvals, payments, and document exchanges with reinsurers or third parties.

Application Intake

Scanning and digitizing application forms, IDs, and supporting docs.

Risk Assessment

Extracting data from financial records, property inspections, or medical exams.

Audit Trails

Version control, approvals, and document access logging.

Accounts Payable

Invoice capture, approval routing, and payment processing.

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Insurance Success Story:

Global Insurer Improves IDP Performance, Gains
Cost Savings

Quick Facts

- Industry: Insurance
- Solution: Reveille for IDP (Intelligent Document Processing)
- Environment: Global deployment of IDP producing 4.8 million pages/year.

Challenge: Proactive Management

- A global insurer deployed a leading IDP platform but faced high volumes of help desk calls.
- IT operations were reactive, with limited visibility into the business-critical document capture system.
- Multiple systems management tools were in place, but none provided the needed deep, module-by-module visibility.
- The company wanted a "protective layer" with automated alerts to notify IT before end users were impacted.

Results with Reveille

- Detects application issues prior to the end-users being impacted.
- Reduced trouble tickets by over 50% with automated monitoring.
- Gained visibility into system bottlenecks and insight into valuable application metrics as they implement IDP upgrades.
- Reallocated 2 full time employees to higher priority tasks and reduced manual overhead by 70 hours per week.

Key Quote

"Reveille has revolutionized how our help desk is used and has been extremely instrumental in allowing us to be proactive and get ahead of issues that would affect our end-users. As a result, we have reduced our trouble tickets by over 50%."

Reveille Software Monitoring & Management Coverage for ECM, IDP, & RPA

Quick Facts

- Over 1,000 out-of-the-box monitoring tests and metrics for ECM, IDP, RPA
- Self-healing capabilities for each platform
- Cloud, Hybrid, On-Prem deployment

Reveille Observability Platform

Visualization	Metrics	AI/ML
Alerts	Monitoring	Self-Healing

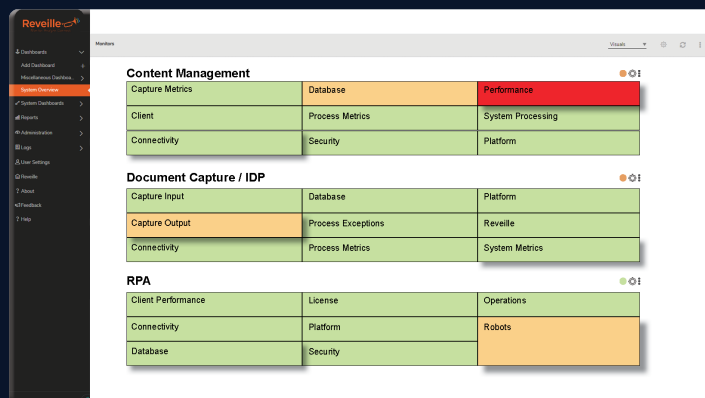| ABBYY	Tungsten	Hyland	OpenText	Microsoft	IBM	UiPath	Box
Vantage	TotalAgility	OnBase	Extended ECM	Copilot	FileNet	RPA	Content Cloud
FlexiCapture	Capture	Alfresco	Documentum	Teams	Datacap		
FlexiCapture Cloud	RPA	RPA	Capture	SharePoint	CMOD		
			Information Archive	SharePoint Online			
				SharePoint Embedded			

What is Reveille? And How to Learn More

What is Reveille?

Proactively detect and resolve issues—before they disrupt business—with the only monitoring system built for enterprise content and document platforms. Reveille delivers Service Level Assurance, so business-critical processes stay compliant, available, and performing at their best.

- Designed to ensure the performance of ECM, IDP, and RPA platforms
- Early detection, warning, and remediation
- +1,000 prebuilt monitoring tests
- +90 automated self-healing actions
- On-prem, cloud, hybrid
- Integrations with leading tools

Book a 15-30 min Discovery Call to See Reveille's Value for Your Org

How to Learn More About Reveille

Website   Videos   Demos

www.reveillesoftware.com