Reveille

Global Insurer Improves IDP Performance, Gains Cost Savings with Reveille

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 Supported ECM/IDP/RPA Platforms

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