

Groupama Uses CudaSign to Get Insurance Claims Signed, Saved and Sent — Seamlessly



Profile

Groupama is a mutual insurance, banking, and financial services group, with 13 million members and customers.

Challenges

- Paper forms are time-consuming
- Difficulty in providing signed copies
- Archiving requires scanning or photocopying

Solution

CudaSign

Results

- Claims resolved faster
- Clients enjoy ease of signing
- Signed copies provided more quickly and easily
- Document archival is more efficient

Executive Summary

Groupama insurance agents have streamlined their workflows by using CudaSign to collect signatures in person. These documents are safely stored in the cloud and can immediately be sent for processing, with copies sent to clients.

The Challenge

Groupama Rhône-Alpes Auvergne is a specialist general insurer based in France. They receive climate disaster claims via fax and insurance agents at the customer service center analyze them. Next, they assign an Agricultural Expert for an on-site assessment. Using paper forms is time-consuming, inefficient and delays all of the processing. Clients cannot easily be provided with copies of signed documents and archiving requires scanning or photocopying.

How CudaSign Helped

The Agricultural Expert transfers the claim files to an iPad, writes assessment minutes during the in-person visit and creates a digital version right there in the field. The claimant uses CudaSign to sign on the iPad and a copy of it is sent to the claimant's inbox automatically. This replaces a sheet that previously accompanied the assessment minutes.

The PDF that is emailed has the claim number as the file name in case the claimant ever has to reference it in the future. The Agricultural Expert also emails a copy for his/her own personal records.

“On a regular basis we receive client claims that must be signed in-person, secured, and stored.”

Philippe Vayssac

CIO

Groupama

Upon returning to the office, he/she syncs all of the claim files to the computer and marks them “to be reviewed at harvest.” The last step is to email the management center all of the claimant's digital files, including the assessment minutes signed with CudaSign, for final review.

About CudaSign

CudaSign cuts document turnaround time by as much as 90%. CudaSign gives you control over your document workflows and lets you easily integrate signed documents with other electronic systems. Get legally binding signatures from your customers, partners and employees in seconds using any device. With CudaSign, you never need to search for a paper agreement again since your documents are stored securely in the cloud. CudaSign also offers on-premises and Vx solutions.

SGN

CudaSign

Results, ROI and Future Plans

Claims are now resolved (on average) 55% faster because CudaSign makes it easier to sign and securely save the on-site assessment minutes.

Clients are also thrilled by the ease of signing and the speed at which they receive copies. Since they began using CudaSign, Groupama has seen a 40% drop in complaints since clients now receive copies almost immediately after signing.

“With CudaSign, claim files can be signed on the spot, are instantly secured and saved, and the client also receives a copy via email. We are then able to take the digital signed claims and seamlessly process them into our workflow.”

Philippe Vayssac

CIO

Groupama

About Barracuda Networks, Inc.

Protecting users, applications, and data for more than 150,000 organizations worldwide, Barracuda Networks has developed a global reputation as the go-to leader for powerful, easy-to-use, affordable IT solutions. The company's proven customer-centric business model focuses on delivering high-value, subscription-based IT solutions for security and storage. For additional information, please visit www.barracuda.com or follow us on [Twitter@barracuda](https://twitter.com/barracuda).