

CD Libraries in the Insurance Industry

Allstate Insurance Company

Putting CD\DVD technology to work within the insurance business

Allstate Insurance Company, based in Northbrook, Ill., needed a secure image archiving and retrieval system that would allow its employees to track projects, follow the development of policy rewrites and retrieve standard forms. Speed, security and multi-user access were necessary, as Allstate has more than 14,000 agents in 10,000 locations. The company offers insurance products that cover automobiles, homes, apartments, businesses, boats, mobile homes, motor homes and motorcycles. The company also offers a variety of life insurance products and membership in its motor club. In each of these product areas, the company has developed different types of policies that can be tailored to a customer's coverage needs.

Allstate required a reliable system that would allow multiple users in different departments to quickly access files, letters and forms, without compromising the integrity of those documents, said Lisa Rizzo, statistical assistant in the company's personal lines product management department. Since the paper files had lasted for 30 years, Allstate wanted a technology that would ensure even safer storage of these valuable documents for years to come. In addition, the company wanted a technology that was essentially plug-and-play, so that users could retrieve documents with minimal hassle, Rizzo added.

Allstate chose a CD Jukebox, because of its compact design, large storage capacity and scalability. "From an operational perspective, the device is very solid," says Heinz Berger, senior staff analyst at Allstate. "It's easy to operate and it's ruggedly built," he adds. This solid, ruggedized construction assures data fidelity and security.

Allstate chose the CD technology over other media alternatives because of its large storage capacity, fast access time, ease of use and multi-user access. The jukebox can also be linked to other similar jukebox products, which expand the storage capacity and offer maximum network capability. For a company like Allstate, with 10,000 office locations, moving into such technology down the road could increase productivity and efficiency.

Currently, test users work in the company's personal lines product management department responsible for automobile and property insurance products. But, once the network of users expands past the test group, the legal and claims departments will use the technology to retrieve company literature, marketing materials, legal documents and claim forms.