PlanetPress®
OL™ Software

SOLUTION IN ACTION
SAA CHOOSES A FUTURE ORIENTED SOLUTION

« PlanetPress gives us all the flexibility we need and our customers receive their documents exactly as specified in SAA's communication guidelines. On top of that, an electronic copy with the same look & feel as the documents received by the client is directly stored on the system. It also easily allows us to deliver additional services »

Ronald van der Does
SAA Specialist Business Development & Support.

ABOUT SAA INSURANCE
Samenwerkende Assurantie Adviseurs

Headquartered in Rotterdam, SAA (Samenwerkende Assurantie Adviseurs) is an all-round player in the insurance industry. SAA is an authorized coverholder, intermediary and service provider (for other intermediaries). As a coverholder, SAA is allowed to carry out transactions on behalf of all other big insurance companies, including all financial aspects of claims. And besides that, SAA can offer insurances from almost all other insurance companies, so also including those for which we have no binding authority. SAA uses the PlanetPress output management software to streamline all of its document output.

WWW.SAA.NL

OUTGOING DOCUMENT STREAMS OF EVERY LOOK & FEEL, TOTALLY UNDER CONTROL

Van der Does: «We're in the market for a very long time already and we know what we are talking about. As a renowned intermediary, SAA understands the consultancy business like no other firm. We proactively advise and assist both private and business customers. SAA's responsibility is to research and cover financial risks. We try to do that as clearly, honestly and responsibly as possible. Because the company has always had a transparent approach since its foundation in 1982, SAA is trusted by many insurance companies and is allowed to act on their behalf. We are a so-called coverholder firm. We do business with almost all other insurance companies in the Netherlands. Furthermore, riskier insurances are placed at the insurance exchange and several specializations are available, such as pensions, automotive, agriculture and several other occupational categories. So we are a versatile insurance company, dealing with lots of information and constantly communicating with all of our business relations, customers and other intermediaries.»

Outgoing documents streams
had to be more flexible

And that's where the bottleneck was, until recently. Van der Does: «Our insurance administration is done in Anva, a total solution frequently used in our industry for managing advice, mandate, service and exchange broker activities. However, before and after Anva many things have to be done as well. Incoming and outgoing document streams have to be compatible with that. It must be possible to link both digital and printed information to Anva. The appropriate disclaimers, contact information, logos, policy documents, etc. have to be added. SAA's needs were far beyond what Anva had to offer with respect to formatting, sorting and outputting document streams. For instance, Anva offers no way to add barcodes or OMR codes or create an attractive, client specific lay-out. The OMR codes are used for carrying out so-called set controls on documents streams. One of the reasons to do set controls is to prevent sending double envelopes with documents to one and the same address. A single envelope is enough for the client. Input and output are closely related. But the fact is that all customer and client data have to end up in Anva, at the right place and in the right Anva folder. PlanetPress feeds all folders into SAA's extranet providing the concerned intermediaries direct insight into all relevant information.

Over PlanetPress

PlanetPress allows you to add value to your business documents and distribute them in a format that best suits the recipient's preferences.

PlanetPress you can design your invoices, your reports or any business document from scratch or you can import a PDF file into the designer and start your redesign work from that file to save some time.

Images, dynamic graphics, data from print streams, databases, XML files or any other text based format stored anywhere, can be read by PlanetPress and easily mapped onto a document. We know, it's kind of cool.

Benefit from PlanetPress

- Communication personalisation
- Multi-channel distribution
- Operational flexibility and freedom
- Automate document related tasks
- Wiser print job management
- System costs reduction
- Human resources costs reduction
- Print costs reduction
- Postal costs reduction

Objectif Lune and PlanetPress

SAA Insurances needed an appropriate management solution for their outgoing document streams offering all required flexibility, but without excessive additional expenses for integration and consultancy. The solution had to integrate seamlessly into Anva and be suitable for large groups of users and clients. Van der Does: «Objectif Lune's output management PlanetPress suite turned out to fulfill all our needs. At the same time, the company already had lots of experience with the integration into Anva. This experience rapidly conducted us to the Personal SAA Printing environment for all our employees. PlanetPress now allows us to tightly manage our document streams making us more efficient and client oriented, while reducing our operational costs. The integration into Anva and our Internet environment allows us to create personal queues for intermediaries, which is a very efficient way of working and gives everyone a clear insight into all relevant information. The data for outgoing mail directly flows from Anva to PlanetPress, which transfers the outgoing document stream to the printer. This eliminates all delays and the day set, i.e. all print jobs collected for the current day, can be sent out fully automatically, without any human intervention. Processing everything with PlanetPress saves us days as compared to before, when we had to verify, adjust and enter everything manually in Anva. Everything now goes to a single, centralized production printer. This also means our invoices and renewals can be sent out quicker, which is ultimately beneficial for the whole process, payments included.»

Digital archiving

Because PlanetPress also saves an electronic copy of outgoing documents in the relations folder on SAA's extranet, authorized people can see at any moment what has been done and which documents have already been received by the customers and relations. They can access all client communications through the extranet. Using PlanetPress, we put PDF's of these documents into their own 'section' of the SAA Extranet, so they can follow and verify the process. That way, we can also meet our own need for transparency and collaboration and comply with all relevant legal and regulatory requirements.»

In the future, Van der Does expects more and more information will be sent digitally through PlanetPress: «It really saves a lot of time and money and fits in our ambition to approach our customers through the channel they prefer. Our aim to carry out all outgoing communications through PlanetPress using a digital folder in SAA's Extranet has been fully achieved. The most important requirement, the link with Anva, has been realized as well. This warrants the interfacing with insurers, associated intermediaries, repairers, the insurance exchange and the financial administration. Transparency and continuity are essential prerequisites. The combination of PlanetPress and Anva ensures that we have all required transparency and flexibility at our disposal. That holds for all our activities, from mandates to intermediary activities. And even all our exchange related activities can be documented and controlled that way. All information is always available at the same place. Thanks to PlanetPress we have fully come to grips with our client communications. And it will be like that in the future as well.»

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