

OUR [LEGACY] VENDOR GAVE US
NOTICE THAT OUR BILLING SYSTEM
WOULD BE PHASED OUT. ALL THE THINGS
THAT WE LIKED ABOUT IT, AND EVEN THE
THINGS WE DIDN'T LIKE, WERE GOING TO
HAVE TO CHANGE.

SENIOR SYSTEMS ANALYST *MAJOR WORKERS' COMPENSATION PROVIDER*

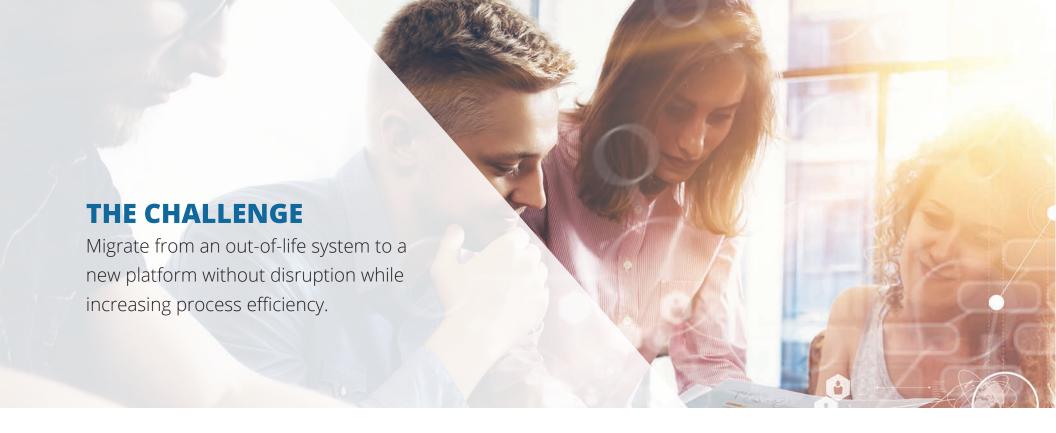
BACKGROUND

As the leading workers' compensation provider in the state of Texas, our customer insures 40% of the Texas workers' compensation market. More than 62,000 business owners rely on them to meet the needs of 1.3 million workers every day.

To provide exceptional services, the company relies on a great workforce and innovative technology systems.

However, when a long-term technology provider announced that one of these systems would be phased out, finding a new and better solution became a top priority.





When the leading workers' compensation provider in the state of Texas heard that their legacy workers' compensation billing system was going out of support, they knew that replacing it would require great effort. They also recognized that this challenge represented an opportunity to use newer technology to become more efficient.

With this in mind, the customer vetted three companies to find the one best suited to provide the expected level of functionality while meeting five new objectives:

- 1. Simplify workflows
- 2. Improve the end-user experience for the data and document capture group
- 3. Reduce system complexity
- 4. Ensure high reliability and availability
- 5. Deliver top notch data and character recognition performance



THE SOLUTION

Three competing options emerged from preliminary research into alternatives. Following a call for proposals, Genus Technologies presented a highly detailed plan documenting how Kofax® technology would uniquely address the organization's objectives.

During subsequent discussions and demonstrations, Genus Technologies convinced the search team that its solution, powered by Kofax® software, provided distinct advantages the other vendors couldn't match.

KOFAX CAME OUT
ON TOP IN THE END
AND WE LEARNED A LOT
ALONG THE WAY.

THE KOFAX PLATFORM
IS MORE SOLID. THAT'S
ONE THING THAT WE
REALLY LIKE ABOUT IT.

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THE RESULTS

Working with Genus Technologies to implement the Kofax-powered solution, our customer achieved their objective of maintaining uninterrupted workers' compensation billing, while gaining the following results:

- Eliminated extensive custom programming and related services during implementation by selecting a competitively priced, configurable solution
- Simplified workflow based on staff needs rather than on the capabilities of a particular software product
- Increased visibility into the effectiveness of the capture system with simple dashboards and robust analytics
- Improved the extraction of critical data from UB-04 and CMS-1500 documents

- Deployed a greatly improved user interface in terms of ease-of-use, visual clarity, and customization simplicity
- Increased workflow efficiency by pointing documents to the right people so bills could be processed efficiently with as few people touching the bills as possible
- Ensured CPT codes were always accurate, reducing processing time and resource allocation



PROCESS IS ORGANIC
AND IT CHANGES OVER
TIME. YOU NEED TO PAY
ATTENTION TO THAT.
KOFAX AND GENUS
TECHNOLOGIES GAVE US
TOOLS FOR DOING THAT.

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WE WOULD RECOMMEND GENUS TECHNOLOGIES, AND WE HAVE.

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ABOUT GENUS TECHNOLOGIES

Genus Technologies unifies the management of enterprise content, video and rich media, giving you centralized control over all your digital assets. With our partners, IBM and Kofax, we simplify the process of creating, capturing, managing and sharing digital assets so you can achieve more — across departments, channels and geographies.

For more information, visit GenusLLC.com.



GENUS TECHNOLOGIES | 520 NICOLLET MALL | NINTH FLOOR | MINNEAPOLIS, MN | 612-361-8400 | GENUSLLC.COM