



Fast sharing of documents – first across France then the world

Key Facts

The Challenge

Insurance documents are often grouped in large packets – including proof of ID such as passports, and large amounts of completed forms. AXA had two core requirements to allow them to better work with these document packets:

1. AXA staff wanted the ability to split these packets of documents into separate parts for reuse later – for example saving a passport scan as an individual document
2. AXA contractually needed to provide fast access (less than 5 seconds) to any document for their 4000 agencies spread across France. This was a huge challenge with large documents on an inconsistent communication network with limited bandwidth in places



Global insurance firm.
99k Employees
Initial deployment to 4000 agencies in France
Followed by global rollout across 7 countries

The Solution

AXA deployed the ARender solution in tandem with an internal migration to the latest version of IBM FileNet. The software is now available to 20,000 users across all of AXA's agencies, and required zero installation of software on any client machine – so is completely transparent to end users.

Users are easily able to extract content from existing document packets to share as new documents where needed.



Integration to IBM FileNet
Documents accessed via Salesforce
Enhanced remote working during COVID

Benefits

The rollout of ARender has been so successful that over 300,000 documents are now being viewed daily using the solution. Each document view begins in less than half a second whatever the network bandwidth, which has significantly increased customer satisfaction due to the fast responses of service representatives. This has allowed AXA to create an entirely new ECM platform that they are now rolling out across the globe and migrate to a "work from home" environment during the COVID-19 pandemic.



20,000 ARender Users
300,000 documents opened daily
<500ms to open any document