



Allay Claims uses PSI:Capture to Streamline PPI Claims Processing

Company Background

Allay Claims was founded in 2007 by a small team of finance professionals to guide and assist consumers through the complex process of claiming refunds for mis-sold PPI policies. Based in Newcastle upon Tyne city centre, Allay Claims has a large team of professionals who are committed to processing claims from inception to fruition; liaising with clients and their lenders effectively to ensure that the fairest redress is awarded.

The Problem

The volume of postal correspondence coming in from both clients and financial institutions was increasing significantly and becoming hard to manage in a timely manner. To ensure a quick response to the letters received, Allay Claims needed a way to manage the claim process more efficiently. They realised that, by digitising all paper correspondence, they could streamline and manage the process electronically using their intranet based case management system.

The Solution

Allay Claims chose Datafinitivity to implement PSI:Capture to scan, recognise and upload correspondence to their management system on a daily basis. Incoming post is now scanned, matched against a client database, indexed and uploaded to the client folder held on their web based case management system. Using powerful keyword matching and database lookup features provided in PSI:Capture, all incoming post is now handled within the first hour of the day and available to staff electronically to help them manage their client's PPI claims.

"Using PSI:Capture has enabled us to save significant time processing our inbound mail. The ability to integrate seamlessly with our bespoke claims management software means post items are presented automatically on the dashboard of the appropriate staff member within minutes." Andy Bowman, Operations Manager, Allay Claims Ltd.

Solution Components in Summary

Capture Software: PSIGEN PSI:Capture Enterprise
 Output Formats: Text-searchable PDF and XML data file
 Content Repository: Intranet Case Management System
 Scanners: Fujitsu fi-6140 Desktop Scanners



Correspondence from clients and financial institutions is scanned using a desktop Fujitsu Scanner

PSI:Capture uses Advanced Data Extraction (ADE) to locate client reference number, then validates and retrieves client information from the Case database

Case correspondence is converted to full-text PDF and exported to the Claim management system for immediate access by staff

About Datafinity Ltd

Datafinity delivers cost-effective, leading-edge document management and data capture solutions for companies that need to improve the efficiency of business and document processes within their organisation. By providing a combination of innovative market leading technologies and years of experience in document management solutions, Datafinity can help improve efficiency, save cost and enhance customer service whilst achieving a fast return on investment.

About PSIGEN Software, Inc.

PSIGEN is the innovative leader in advanced capture applications, and helps organisations convert content into managed digital assets. Their largest customers include service providers, business process outsourcers, and major corporations with significant customer concentrations in financial services, healthcare, manufacturing and retail.