



**Honan.**  
Insurance. Advice. Support.

## Innovation through Automation

### Background

Operating since 1964 Honan Insurance Group is a leading insurance broker in Corporate Risk, Employee Benefits, Strata and Real Estate.

Honan understands the benefits of digital innovation as the way forward in their business. They acknowledge that many in the industry talk of digitization, innovation, and automation, but very few are taking the much-needed steps to move away from manual management of processes to increase revenue, employee, and customer satisfaction. The company sees the use of technologies such as document automation as a way to improve the experiences of not only their customers but also their employees.

As a first step into automated document processing, Honan looked at their Strata quotation process and its manual practices. Strata insurance, also known as Body Corporate Insurance, involves complex documentation processes, including policy applications, claims, endorsements, and correspondence with insurers and customers. Managing these quotes efficiently and accurately is critical to the company's success.

### Benchmarks for success:



#### ***Improved Efficiency***

Streamline document handling and significantly reduce if not eliminate manual data entry



#### ***Enhance Accuracy***

Minimize/remove human errors in document processing



#### ***Accelerate Response Times***

Expedite the processing of quote requests



#### ***Enhance Customer Experience***

Provide faster and more accurate service to clients



#### ***Ensure Compliance***

Ensure that all documentation adheres to company policies and industry regulations

## The Challenge

Honan is one of Australia's leading Strata insurance brokers with 10 offices and over 30,000 clients. The team assists Strata or Body Corporate Managers with understanding and procuring the appropriate insurance on behalf of their body corporate accounts. Honan requests 3-5 quotes from insurers on behalf of Strata managers for each property, inserts the details of each quote into their CRM; works with the client to make a recommendation, and then transfers the details of the selected insurer's quote into their Brokering System for invoicing and operations.

Prior to DocProStar, the Strata quotation process was 100% manual. Each data field was inputted either by the broker or a member of the admin team. This process was not only time consuming and costly, but also prone to error, significantly impacting the customer and employee experience.

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We have been very impressed with the capabilities of the team from TCG Process and their product DocProStar in delivering fantastic results for Honan. You know it's been a great project when many of your colleagues take credit for the results.

*Stuart Madden,  
Head of Technology  
Honan Insurance Group*

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The Honan Strata quotes email inbox volume was greatly impacted by slow response times and approvals due to the 120,000+ quotes per year, with an average of five pages per quote plus ancillary information. To streamline their operations, increase efficiency, and enhance customer service, Honan embarked on a project to automate this process with DocProStar from TCG Process.

## The Solution

The first action in determining what was needed to improve the quoting process for Honan was a deep dive by the TCG Process Australia team to understand every aspect, touchpoint, and engagement as they were currently being managed. While engaging in this, TCG Process also needed to ensure the IT department at Honan was supporting and adopting how the solution was to be implemented into the business.

The quote submission structure at Honan is state based. There are five email boxes to be triaged regularly with a minimum of 10,000 emails/month. Historically, this had been done manually and took many days to process. Implementing DocProStar as the process automation solution for email triage, extraction and process orchestration means that the management of the email boxes and processing of documents, including 100+ data fields per document, with little to no human intervention, is done in seconds.

DocProStar has the capability of managing, reading, and processing 150+ file types. With Honan, through DocProStar, emails are ingested, and the attachments are extracted and prepared for OCR and data extraction. This is done based on Honan's predefined business rules and validations. Any identified errors or exceptions are sent to the appropriate team for review while documents without errors are sent directly to the CRM for immediate processing.

When the inboxes receive unrelated emails, they are classified and routed to a separate folder for review. The documents related to quotations are prioritized and processed with speed and accuracy.

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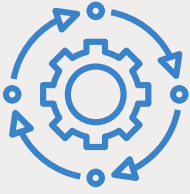
I've been using the system heavily, probably more than anybody as I have released hundreds (if not thousands) of quotes out of the system. I can say I have absolutely no issue with the speed of the system at all. In fact, I've been incredibly impressed with it. From my point of view, things are going very well and I'm very happy.

*Matthew Henderson,  
Operations Manager - Underwriting Facilities & Strata  
Honan Insurance Group*

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## CASE STUDY

The implementation took approximately three months from planning, testing, to launch. Honan is now yielding significantly positive outcomes across various areas:



### Operational Improvement

- Email Ingestion: Reduced the time required to identify and extract documents from emails saving 5,300+ hours nationally as Brokers no longer have to spend hours inputting data
- Document Extraction and OCR: Decreased manual data entry time to virtually nil
- Ensured compliance with industry regulations and reduced the risk of non-compliance concerns. By placing extra layers of process control, DocProStar covers off audit points by stopping the errors at source



### Customer Experience

- Quotes once took 5+ minutes to input, receiving 125,000 per year, this is the equivalent of 5.5 full-time headcount
- Redirecting 30,000 insurer documents and certificates of currency, which once took 3+ minutes each to process has also saved 1.3 full-time headcount allowing the team to concentrate on their core competencies and value-added services to evolve the customer experience



### Employee Experience

- To date, Honan has been able to redeploy 25+ staff to other areas of the business for more rewarding, value-added work as the data entry is no longer required
- Rules-Based Validation: Reduced data entry errors to .001%, leading to improved data accuracy

The initial implementation of DocProStar was to manage a volume of approximately 16,000 pages per day, however, due to the speed and accuracy of the solution they are on track to process more than 6 million pages per year.

## Future Considerations

The success of the Strata & Real Estate team has been shared with leadership across the business. Honan is now making plans to expand the use of DocProStar in other divisions to realize similar benefits. They are now looking at DocProStar for automating a range of other processes e.g., finance shared services (AP), claims, corporate insurance, and digital mailroom. DocProStar easily scales with minimal configuration to automate these other processes.

Recently, Honan was acquired by Marsh McLennan, the world's leading professional services firm, and are looking to leverage their newfound IDP skills within their larger eco-system.

## Interested in learning more?

Visit [TCGProcess.com](https://www.tcgprocess.com) to learn more or [contact us](#) for a custom demo.



We ended up with a perfect outcome. DocProStar has allowed us to upskill our staff for more value-added tasks, provide better customer service, quicker turnarounds, lower cost of service. Employee satisfaction has increased, purely because our processes are more efficient, quicker, and effective.

*Laurence Basell,  
Chief Operating Officer, Honan Insurance Group*

