

For Immediate Release

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Xerox DocuShare Accelerates Insurance Claims Process; Eliminates Paper Bottlenecks for Improved Customer Service

PALO ALTO, Calif., March 23, 2009 – By turning hard copy forms into easy-to-manage online digital files, insurance administrators such as [OwnerGUARD, Inc.](#), are able to process claims faster with Xerox Corporation's (NYSE: XRX) DocuShare® enterprise content management (ECM) solution. The San Diego-based company has digitized its claims management process – achieving 40 percent faster turnaround times and saving more than \$5,000 per month on print related spend.

Using Xerox's [multifunction](#) devices, OwnerGUARD scans claim forms into a digital format, sending them seamlessly into a customized [DocuShare Insurance Claims Workflow Solution](#). Files are placed into a secured queue allowing claims analysts to search and access files within seconds.

Prior to implementing [DocuShare](#), OwnerGUARD was inundated with high volumes of paper documents, leading employees to spend up to three hours per day searching for the information they needed to process claims.

“The speed and accuracy we have gained by using DocuShare has made definite improvements in terms of customer service, productivity and our bottom line,” said Colby Giles, IT director, OwnerGUARD.

OwnerGUARD is also using DocuShare's online archive for long-time storage of legacy claims files and plans to completely eliminate its offsite document warehouse within the next three years. The company projects to save thousands of dollars in hard copy file storage.

The DocuShare Insurance Claims Workflow solution was created in partnership with Mr. Copy, a Xerox document solutions provider since 1994.

OwnerGUARD was recently named a finalist for AIIM's 2009 Best Practices Award, which recognizes excellence in the field of ECM and showcases the returns on investment that technology solutions can attain for businesses.

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Customer Contact:

For more information about Xerox DocuShare, visit www.docushare.com or call 1-800-735-7749

For more information about Mr. Copy visit www.mrcopy.com

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