



case study **RHENUS ARCHIVE SERVICES**

ARCHIVING AND FILE MANAGEMENT OF THE VHV GROUP WITH RHENUS ARCHIVE SERVICES

ABOUT THE CLIENT

VHV Group, based in Hannover, Germany, is a group of specialists for insurance and pension provision. With its brands „VHV Versicherungen“ and „Hannoversche“, it is a competent and visionary partner for customers and intermediaries. Its business segments are property and casualty insurance as well as life insurance. For its success, VHV Group relies on the strengths of its approximately 3,200 employees, modern structures, efficient cost management and customer-oriented products.



PROJECT DESCRIPTION

With steadily growing demand for business, in 2009 VHV Group needed an external service provider for support in the day-to-day handling of existing insurance files. Rhenus therefore took over more than 35,000 running meters of files. At the same time, an inventory structure had to be developed and storage had to be created, as approx. 100 files are accessed on a daily basis.

In addition, Rhenus Archiv Services GmbH in Hannover archives the customer's data media, microfiche and microfilms and makes them available in digital form if required. Rhenus also takes care of processing incoming mail, inventorying, storage, dispatching, digitalization and the processing of insurance claims as well as the destruction of archive holdings.



THE CHALLENGE

The goal of the order execution is to guarantee the access of the employees of VHV Group to the current insurance contracts in the shortest possible time by means of a central file management at the facilities of Rhenus Archiv Services GmbH.

This enables a timely and fast inventORIZATION of the new additions as well as, if necessary, a quick provision of the files in physical form directly to the clerk. At the same time it is particularly important to provide the customer with access at very short notice, in order to ensure delay-free processes.



BENEFITS FOR THE CUSTOMER

Decades of experience in the operation of access-intensive file inventories, the high security standards of the security archives as well as the processes, which are also geared to the requirements of the insurance industry, guarantee reliable, timely processing and delivery of files. This leads to a reduction of complaints and processing times. By storing the files externally, VHV Group saves archiving space and can use it for other purposes. Another benefit are the certified processes and the seamless traceability of all archived goods by the archiving specialist Rhenus Archiv Services.

„Every day we have about 100 requests and returns and about 150 new files to be inventoried, which requires a reliable and flexible service provider, which we have found with Rhenus.“

Jens Knölke
Enterprise Content Management VHV Group

- **Challenge:** Access to contracts in the shortest time possible
- **Solution:** 24/7 availability, digital delivery of requests, express service level in no more than two hours
- **Benefit:** Decades of experience in the domain of access-intensive files in the insurance industry

At your disposal:

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