



CAMICO Mutual Insurance
Company
Redwood City, CA
www.camico.com

Industry:

Insurance

Annual Revenue:

US\$76 million

Employees:

103

Oracle Products & Services:

Oracle WebCenter Suite
Oracle Business Process
Management

“Oracle WebCenter Suite opened up a new channel for us to provide service to our customers and enabled us to continue to promote growth through a new channel of customer interaction. Within the first six months we received 600 new submissions via the online portal and our overall volume has increased across all channels.” – Scott Webber, Vice President of eBusiness, CAMICO Mutual Insurance Company

CAMICO Mutual Insurance Drives 50% of Direct New Policy Submissions via Cost-effective Online Channel

Created by Certified Public Accountants to protect CPAs, CAMICO Mutual Insurance is the largest CPA-owned mutual insurance company in the United States. CAMICO provides professional liability insurance, employment practices liability insurance, and risk management services to firms in 45 states.

Challenges

- Upgrade the company’s custom-built extranet application to improve the cost efficiency of content delivery to its customers
- Facilitate growth in the face of a challenging economic environment through streamlined underwriting and expanded online self-service capabilities that enhance customer convenience
- Automate a paper-based application process to cut costs and increase efficiency and customer convenience

Solution

- Implemented Oracle WebCenter Suite to expand content publishing capabilities for company’s extranet application
- Enabled users to post and publish content faster to increase the volume and depth of information available to customers—facilitating company growth and customer convenience
- Provided access to multiple channels for conducting business and accessing information, improving the customer experience
- Automated transaction processing with Oracle Business Process Management—providing CAMICO with the ability to fine tune underwriting logic and increase the number of users who can complete transactions online
- Received 600 new submissions via the online channel within the first six months of implementation—obtaining 50% of the average annual volume from the online portal and increasing the number of submissions across all channels
- Expanded data visibility and improved decision making with online access to detailed sales information—enabling the company to identify areas for improvement
- Improved underwriting efficiency and decreased the amount of manual work associated with transactions