Canon
Delighting You Always

REAL
SOLUTIONS
Insurance Industry

OVERVIEW:

The Customer
Sompo Insurance Singapore

The Challenge
- Heavy print volumes
- Inefficient workflows
- Paper wastage
- Confidentiality & security issues

The Solution
- uniFLOW print management solution

The Results
- Improved efficiency
- Seamless workflow
- Tightened data security

CASE STUDY:
Sompo Insurance Singapore

For over a century, Sompo Holdings has remained a trusted, established insurance and risk solutions provider in Japan. In the local scene, Sompo Singapore, a member of Sompo Holdings provides commercial and personal premium insurance since 1989, as part of a brand name now in over 30 different countries and regions.

Evolution in Workflow Operations and Demands

Since 2012, Sompo Singapore has seen a few major shifts in the brand operations – mergers of three companies enforced growth and further development in Sompo Singapore's performance and progress.

"We have 300 staff members now, and we've gone from 9 to 16 copiers over the last year, almost doubling the number of them to streamline our workflow. Canon uniFLOW solution has provided us with the secure platforms we needed."

Mr. Michael Tan, Manager of the IT Service Delivery Department at Sompo Singapore, shared his perspective on the magnitude of the change in its workflow operations that has come about.

"In our daily operations, we experience high print volume, such as policy renewals. At the point of merger, we had a few brands to go with, but Canon's secure printing with the implementation of uniFLOW proved to be the most steadfast."

Canon Enters The Picture

Canon uniFLOW is a software platform designed to bring effective print management to organisations. The modular structure of uniFLOW and the tight integration with Canon hardware allows the system to be built depending on the organisation's exact requirements, and in retrospect, exactly what Sompo Singapore sought.

"In comparison to other brands, uniFLOW is the best fit for the requirements we have. So that makes going with Canon looked like a logical choice," Mr. Tan continued.
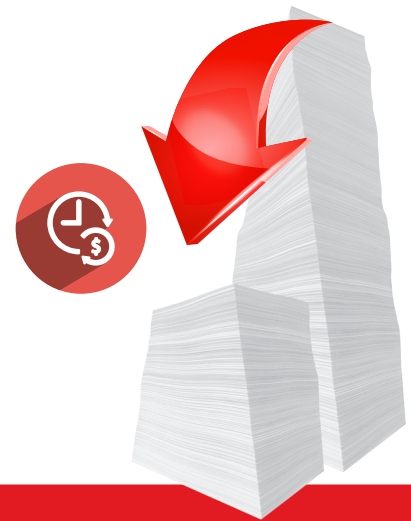
The improvements were evident for Sompo Singapore, first saving on budget and time, and then on paper wastage.

"Sending print jobs to the limited printers and copiers shared over two floors has caused a lot of wastage in terms of printed documents left unattended to. Canon's uniFLOW solution enables us to now release print jobs at any copiers within users' proximities, and that turned out to be our first step towards eliminating wastage."

Mr. Michael Tan,
IT Manager of
Sompo Insurance Singapore

" It is highly essential to have specific solutions catered to our needs – a secure platform and paper wastage reduction in the office. Canon uniFLOW is an appropriate and necessary solution in our organisation. We are now equipped to handle confidentiality material such as client private details confidently. "

Addressing The Threat of Cybersecurity

Another benefit Mr. Tan saw with uniFLOW was the added security that came with it. uniFLOW's secure printing allows confidential jobs to be held centrally and are only released when the user authenticates at the device. The user can go to any device in any location with the knowledge that their job will be printed securely.

This was timely for Sompo Singapore as the Monetary Authority of Singapore's (MAS) Personal Data Protection Act (PDPA) had just taken effect.

Mr. Tan is delighted with Sompo Singapore's investment in uniFLOW, and spoke of the importance of having the right products and technology in businesses today.

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