

Sirius International Uses iManage Work to Enable Global Collaboration Between Business Units

Employees can share documents easily and collaborate efficiently across locations around the world



Industry:

- Insurance

Challenges:

- Sirius International needed a common document management and collaboration environment for employees in every part of the organization
- The company needed to standardize rules for secure document storage, access and simplicity
- They needed to automate manual approval workflows to increase efficiency

Sirius International is one of the world's most experienced underwriters of short-tail property reinsurance. The majority of the company's business is conducted through a network of independent brokers—a complex model where Sirius often holds multiple contracts on behalf of a given insured party via multiple brokers.

Challenge

To operate efficiently, Sirius needs its employees to be able to access and share documents easily across its global organization and to collaborate efficiently across locations and business units.

"In our business, we have contracts that endure for decades. We need to store and track those documents effectively so we can process claims efficiently for our clients. In the past, we had relied on paper documents and manual storage, but needed to move to an electronic platform to make these processes easier for people, especially newer employees with less knowledge of our legacy storage and retrieval methods," said Bjorn Helander, deputy CIO at Sirius International Insurance Corp.

"One of the main benefits of iManage Work is that we can provide a single global database with standardized practices for storing, maintaining, and retrieving documents, while also creating business rules to limit access to specific workspaces and documents. This increases both the availability and security of our documents, and simplifies audits by making it possible to access documents within all our offices from a single location."

— **Bjorn Helander, deputy CIO at Sirius International Insurance Corp.**

Solutions:

- Selected iManage Work for work product management
- iManage Work replaced disparate, antiquated, and manual document management systems and processes to enhance store, search, and share documents while automating workflows and collaborating across the global organization.
- iManage Work manages all documents, emails and other communications within a single workspace that's securely accessible from any device

Benefits:

- Increased the availability and security of document storage and retrieval
- Enabled employees to search for and retrieve documents more quickly
- Eliminated the need for physical file storage and management
- Streamlined business processes through automated workflows

Product:

- iManage Work

About iManage

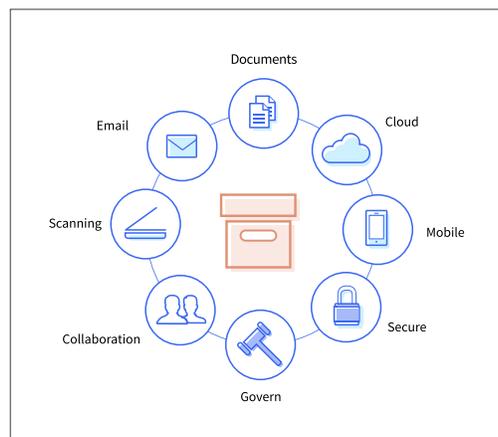
iManage is the leading provider of work product management solutions for legal, accounting and financial services firms and the corporate departments they serve worldwide. Every day iManage helps professionals streamline the creation, sharing, governance and security of their work product. Nearly 3,000 organizations around the world rely on iManage to help them deliver great client work. Headquartered in Chicago, iManage is a management-owned company.

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Solution

iManage Work unifies Sirius on a common document management and collaboration platform

Employees throughout Sirius now work on iManage Work for document management and collaboration. The solution has helped the company standardize document management practices and automate workflows throughout its global organization, ensuring employees can quickly find, use, and share documents across offices.



iManage Work Product Management

In addition to its Stockholm headquarters, Sirius maintains multiple underwriting offices in the U.S. as well as branch locations in London, Zurich, Copenhagen, Hamburg, Bermuda, Singapore, and Liège. Several of these offices often work with the same broker, making it essential to share documents across locations. Previously, the company's U.S. and European offices used different document management platforms, forcing them to rely instead on email and fax. With iManage Work, Sirius replaced this cumbersome and inefficient approach with a fully integrated platform for document management and collaboration worldwide.

Benefit

iManage Work helped Sirius eliminate manual, paper-based processes and storage by providing automated tools to capture a large quantity of documents at a time.

“As an organization, we are highly pleased with the system and what it has done for our company.”

— Bjorn Helander, deputy CIO at Sirius International Insurance Corp.

Sirius began implementation first in its underwriting group, then moved to the claims department, and finally to the accounting group. Each unit relies on its own different practices for work and for document management, and iManage Work accommodates these differences within the context of a single, unified database and work platform.

iManage Work has proven to be highly effective and reliable. *“Our business groups are very happy. Our underwriting professionals especially appreciate the ability to work intuitively through their accustomed Outlook interface,”* said Helander.