

Great American Custom Insurance

Saved Money, Increased Efficiency and Reduced Staff

Great American Custom Insurance Group, a division of the Great American Insurance Company, had a huge number of back files that needed to be converted to digital format and they had to be compatible with their newly installed ImageRight system.



2 Million Documents Scanned in 6 Weeks

3SG worked with Cincinnati to pilot a project that included converting and indexing 2 million underwriting and claims back files -- and **3SG did it ahead of schedule**. 3SG used **ImageRight scanning software** to do the conversion so compatibility with the Great American Custom system was seamless. The project wrapped up with 3SG working with another partner, Iron Mountain, to ensure that the documents were destroyed

3SG also digitized claims documents with ImageRight compatibility for the Great American Custom L.A. office. Upon completion, 3SG arranged with Yellow Freight to promptly and safely transport boxes back to Great American Custom in L.A.



“Leave it to the Professionals”

In both Cincinnati and L.A., the client had the choice of doing the work in house or working with 3SG. Without the staff or the time to do it right, Great American Custom hired 3SG and they remain pleased with this decision.

Mark Sayre, Great American Custom Project Manager summed up the work 3SG did, “We could have done this work in house, but we decided to leave it to the professionals. They did it right and delivered on time. We can’t say that about many of our vendors.”

Cost Savings, Increased Efficiency and Reduced Staffing Needs

With the digital system in place, Great American Custom noticed that the process streamlined with fewer spikes in workload. With an evenly distributed workload, the Great American Custom staff could complete claims and underwriting tasks more quickly. As a result, some of the staff could be retrained to work in other areas of the company.

