



# VIKING SOFTWARE SOLUTIONS™

A Division of Phoenix Software International®

**Systems for data capture and document management**

## ***SUCCESS STORY:***

*IMAGENTRY® AND IBM CONTENT MANAGER*

### **The Business Problem**

A leading third-party administrator involved in healthcare claims has entered into a contractual agreement to make all processed claim forms and correspondence available for search and retrieval in Tagged Image File Format (TIFF). The data is to be stored using the IBM Content Manager On Demand Server. Due to delays in implementation and unexpected costs imposed by the original vendor, the software selected for claims processing could not be used for indexing correspondence. The company needed to find another vendor to meet this requirement.

### **The Solution**

The company selected Viking Software Solutions' ImagEntry for the correspondence-indexing portion of the process. ImagEntry is able to meet the requirements of the application due to power/precision data entry features that reduce keystrokes and increase accuracy.

### **The Procedure**

The correspondence are sorted and prepared with index data in a predetermined location. Then they are scanned and an image list is generated using a Visual Basic application.

The images are then imported into ImagEntry and data entry operators key the index data. Much of the information is consistent between images in a given batch, so the company makes extensive use of the automatic duplication function in ImagEntry to substantially reduce the total number of keystrokes required to key the indices.

Data is then exported from ImagEntry including the unique image file name and directory path. This information is then imported into the IBM Content Manager On Demand Server for storage and subsequent retrieval.

### **Expanding the Application**

The company has experienced continuing delays implementing the original claims processing software. Though the initial intent was to use ImagEntry for indexing correspondence only, the implementation was so successful that the company has decided to temporarily expand the ImagEntry application to include indexing of health care claim forms as well.

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