



## WGV Insurance

ISO 27001 accredited service meets exacting data protection requirements

## Outsourced mail service delivers significant cost benefits

### Comprehensive insurance cover

The WGV Insurance group, based in Stuttgart, Germany, manages more than 4.2 million insurance contracts. Communicating directly with customers via the post, telephone and online, WGV provides comprehensive insurance cover at favourable rates.

Mail fulfilment and other non-core processes are outsourced to minimise cost and improve efficiency. Lean management generates savings which are passed back to customers in the form of high-performance insurance products at exceptionally low prices.

### Lean management processes

With 4.2 million customers, there is a lot of mail. Complex multi-page policies and data-driven financial statements are distributed to customers on a daily basis. To provide accurate and timely information, documents are processed, printed and mailed on the same day.

WGV's mail fulfilment is outsourced to Ricoh. All customer-facing documents are processed by Ricoh at its secure ISO 27001 accredited production centre in Brackenheim. Ricoh's service has improved process efficiency and is delivering significant cost benefits.

# WGV

## 4.2m

Number of customers that WGV communicates with

*"It was important to find an absolutely reliable partner who would give us the security that our mail would arrive at the right address, exactly as our customers and we expect it."*

Axel Schwarz,  
WGV Insurance

**RICOH**  
imagine. change.



*"Our partner has to cope with high production volumes and meet exacting requirements in term of data protection and risk management. Ricoh's extensive consulting expertise and experience convinced us that they would be the right partner."*

Axel Schwarz,  
WGV Insurance

### ISO 27001 accredited service

It requires genuine outsourcing expertise to provide a quality-assured mail fulfilment service. It is, for example, essential to accurately define all processes and interfaces. Ricoh attaches great importance to system design and consulted with WGV to ensure that its services would fully align with the insurer's needs.

WGV's mail is processed by Ricoh at its secure ISO 27001 accredited document centre in Brackenheim. Ricoh's huge state-of-the-art document centre is home to two highly redundant data centres and is equipped with high-performance digital print technology and automated folding and insertion lines.

### 100% process accuracy

Documents are pre-sorted to take advantage of discounted postal rates, and closed-loop production systems are employed to ensure 100% accuracy. Each and every document is verified. And, because WGV places value on control and transparency, Ricoh provides detailed reporting via a customised web-based utility.

Outsourcing mail fulfilment to Ricoh has reduced in-house administration and improved business efficiency. With no upfront investment costs to finance and just a simple pay-as-you-go contract, WGV is enjoying significant cost savings which it has passed on to customers in the form of lower premiums.