



Menzis

Ricoh's ISAE 3402-certified process ensures regulatory compliance

Outsourcing non-core process transforms insurer's cost base

Delivering mailroom services

Menzis is one of the largest health insurance companies in the Netherlands. The brands Menzis and Anderzorg provide health insurance and healthcare services for more than 2.2 million customers. Menzis has offices in Groningen, Wageningen, Den Haag and Enschede and employs around 1,700 people (fte).

With its customer communication becoming increasingly electronic, Menzis' mailroom, which had once processed tens of thousands of documents a week, was seeing a steady decline in volume. To improve efficiency and reduce overheads, Menzis outsourced its mailroom services to Ricoh.

ISAE 3402-certified process

Given the confidential nature of Menzis' customer communication and the strict regulatory standards with which businesses in the insurance sector must comply, it was essential that the outsourced services were delivered in a secure and compliant manner.

To ensure full compliance and give Menzis absolute confidence in the integrity of its mailroom services, Ricoh developed an auditable ISAE 3402-certified mail processing service which is fulfilled by a dedicated team located in Ricoh's own secure ISO 27001-accredited data centre.



ISAE 3402-certified business process

"Outsourcing to Ricoh helped us to realise cost savings. Instead of paying for people and premises, we now just pay for services as they are consumed."

Bert Kleijweg,
Facilities Manager, Menzis

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"With document volumes declining, it made sense to outsource service delivery. We were able to take advantage of Ricoh's expertise. Ricoh provides a flexible and expertly managed service."

Bert Kleijweg,
Facilities Manager, Menzis

Managed off-site solution

Operating an in-house mailroom service had tied up considerable resource. In peak periods as many as 13 employees worked in Menzis' in-plant mailroom. The overheads - space, equipment and personnel - were substantial and, with mail volumes declining, the insurer was keen to explore more cost-effective solutions.

Menzis considered digitising its in-house service, employing intelligent technology to automate mail capture and distribution. But, faced with a declining workload and recognising that mail distribution was a non-core business process, Menzis decided to take advantage of Ricoh's managed off-site mailroom service.

Pay-per-use model

Menzis' inbound mail is now directed to Ricoh's ISO 27001-accredited data centre. Providing a same-day service, Ricoh's operatives digitise documents and forward them electronically to the appropriate recipient. The ISAE 3402-certified workflow protects customer confidentiality and ensures compliance with regulatory standards.

Outsourcing the entire business process to Ricoh transformed Menzis' cost base. Menzis was able to redeploy mailroom staff and reutilise the space. Instead of paying for people and premises, Menzis now just pays for services as consumed. Ricoh's pay-per-use price model is particularly advantageous given Menzis' declining mail volumes.