

Case Study

Aegon/Western Reserve Life Assurance: 1.6 Million Pages, 600 Agents ... One Solution

At a glance ...



Customer

Western Reserve Life Assurance Company of Ohio (WRL) has been providing insurance products since 1979, with more than \$85 billion of insurance in force as of December 31, 2005. Western Reserve Life Assurance Company is a subsidiary of AEGON USA, which in turn, is a subsidiary of AEGON N.V., one of the world's largest listed life insurance groups focusing on life insurance and pensions, savings and investment products.

The Challenge

To provide more than 600 Aegon and WRL agents, nationwide, with easy-to-search, up-to-date electronic archives of their clients' policies, on a quarterly basis ... accurately and on time!

The Solution

OPTIMUS Production Services –onsite in Fort Collins, CO. OPTIMUS Corporation processes the Aegon and Western Reserve Client data, indexes and compresses it for easy storage and search on CD, and ships the labeled discs to 600 agents at 600 locations in the U.S.

Benefits

- No special hardware, software, or training required – OPTIMUS does it all!
- Faster search and retrieval capabilities so agents can better serve their clients – client policy information is at their finger tips.
- Immediate support if problems arise.

Pages and Pages of Data

WRL needed help. They were sending out 1.4 million to 1.6 million pages of data to more than 600 agents each quarter! This data consisted of information about Variable Annuity and Premier III clients and policies – information vital to agents who needed to track individual client policies to determine when changes had been made and why.

However, agents wanted electronic copy because it was easier to store CDs than stacks of paper ... and it was definitely easier to search through CDs than through thousands of pages of paper for an individual client's policy information.

OPTIMUS Production Services to the Rescue

In 1998, WRL became an OPTIMUS Production Services customer and never looked back. In fact, WRL has steadily expanded its CD archiving business with OPTIMUS over the last several years and was so pleased with the results that it recommended OPTIMUS Productions Services to its parent company, Aegon. Aegon then began using OPTIMUS Production Services to process its CyberLife and Life70 client policy data.



Today, OPTIMUS provides Aegon and WRL with an electronic archive of client statements on CD in a timely and accurate manner. Individual agent CDs go out to each agent containing only their clients' statements, and archival CDs go out to Aegon/WRL headquarters containing all agents' client data.

- **Job Frequency:** Four jobs per quarter.
- **Number of Discs:** 8 archival CDs, 500-625 agent CDs.
- **Page Volume:** 1.4 million to 1.6 million pages per quarter.
- **Data Format:** OPTIMUS receives all Aegon/WRL data in Metacode on magnetic tape cartridges.
- **Turn-around time:** OPTIMUS produces archival and agent CDs within 5 days of receiving the Aegon/WRL data.
- **Process.** Aegon and WRL supply a matrix file that determines which Agents receive CDs, as well the shipping addresses for those Agents. OPTIMUS Production Services prints mailing labels which contain a unique number that is matched to the CD at fulfillment. Discs are tested, then shipped directly to the Agents.

Reaping the Benefits

Over the years, Aegon and Western Reserve Life have reaped the following benefits from using OPTIMUS Production Services:

- **Instant retrieval.** Agent CDs allow Aegon and WRL agents to locate their client data instantly, rather than searching through pages of statements.
- **Decreased costs.** OPTIMUS personnel and equipment handle the entire data archival process. There is no need to buy new hardware or software, or to pay dedicated Aegon or WRL staff to produce the CDs.
- **Immediate assistance.** Aegon and WRL can call the OPTIMUS Production Services department for immediate assistance with their CDs – no delays.



8 archival CDs, 500-625 agent CDs per quarter ...

1.4 million to 1.6million of pages per quarter ...

Success!

Aegon and Western Reserve Life needed a way to store thousands of pages of client policy statements each quarter and distribute that information to all agents. OPTIMUS Production services provided them with the perfect solution by processing their statements and storing them on CDs.

OPTIMUS Production Services can also process and store data on standard DVDs and the Web. Web delivery means access to secure data via a Web browser – no discs required.

At OPTIMUS Corporation, our Production Services Department takes pride in tailoring our processes to your unique data storage and retrieval needs!

Contact Information:

OPTIMUS Corporation
4715 Innovation Drive
Fort Collins, CO 80525 USA
Phone: 970.226.3466
Email: info@optimus-corp.com
Web: www.optimus-corp.com