

SUCCESS STORY

Customer: ITAS
Country: Italy
Industry: Insurance

ITAS is a non-profit company and any earnings are invested in services for its members and/or for the region. On 5th October 2011, ITAS celebrated its 190th anniversary with more than 500.000 policyholders.



A GREEN SOLUTION FOR A GREEN COMPANY

The customer's requirements

Mr. Patat started some time ago to transform his agency with a view to greater efficiency by introducing digital archiving of documents, "I realised that insurance agencies propose an outdated model, I believe that innovation leads to efficiency, satisfaction for my staff who can work in a modern and dynamic environment, and of course for customers who receive the benefits of having the right answers and in a short time." This important first step has effectively eliminated much of the paper in the office, with obvious environmental benefit, even the signing of contracts takes place directly in digital form (graphometric signature). The next step was to find the solution for all the documents that inevitably have to be printed as draft contracts, quotations, letters, mail, making checking easier and which are then thrown in the bin.



Toshiba's solution

The professional relationship of trust with the local Toshiba partner, Marchetto and Tessaro, led to the presentation of the innovative printing solution e-STUDIO306LP and erasing system e-STUDIO RD30. This system is capable of printing, making photocopies, scans, faxes and deleting "used" documents. The particular toner "Eco Blue" used in the printer allows easy identification of the sheets to

be deleted and provides excellent readability and a perfect cancellation, allowing multiple reprints on the same sheet of paper (at least 5 times). Besides this, the erasing system is also a single pass duplex scanner and can be used as a further archiving system, in addition to the one already provided with the multifunction, this allows to make a back-up copy if a document, which was meant to be kept, is erased by mistake.

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– Simone Patat, Owner

The advantages for the customer

Mr. Patat explained: "Despite the transition to paperless offices and the electronic signature of contracts, over 90% of policyholders accept this modality, I realised that the use of paper documents was still very significant, with the 'aggravating factor that the average stay-time on the desk was only a few days, resulting in a remarkable waste of paper." To support the solution adopted a short training course was made for all employees to learn how to use the Toshiba solution and a presentation plays on a monitor in the agency to inform all customers of "green" solutions and the advanced technologically adopted.

The use of this solution has been the ideal closing of a process of digitalisation within the ITAS agency of Bolzano; contracts largely managed in digital form, with a drastic reduction of paper in the office, temporary documents printed, corrected if necessary with Pilot FriXion pens and deleted resulting in reuse of the same sheet over and over again and substantial savings on the cost of the paper in addition to the reduction of CO₂. For the future? Mr Patat: "The impact of the Eco MFP has been very positive. All employees use it daily and customers appreciate our care for the environment combined with improved operating efficiency in the agency. The project is to adopt the solution present in Bolzano in other agencies in the area, and therefore also the e-STUDIO306LP or Eco MFP. "





e-STUDIO306LP



e-STUDIO RD30

ABOUT ITAS

ITAS is a non-profit company and any earnings are invested in services for its members and/or for the region. It was founded in 1821 with headquarters in Innsbruck under the name of the Tyrolean and Vorarlberghe Provincial Institute for fire insurance. The Italian office was created in 1918 at the end of World War I with headquarters in Trento and already counted 90,000 policyholders. In 1949 the insurance company changed its name to Trentino-Alto-Adige ITAS Institute for Insurance. On October 5, 2011, ITAS celebrated its 190th anniversary with more than 500.000 policyholders.

The ITAS Bolzano 1 agency run by Simone Patat has been present in the Bolzano area for a long time, and perfectly embodies the ITAS philosophy, careful attention to members, tremendous respect for the environment, and any actions undertaken are entirely based on these principles.



About Toshiba Tec

Toshiba Tec Germany Imaging Systems GmbH is part of the globally operating Toshiba Tec Corporation, active in various high-tech industrial sectors.

Toshiba Tec Corporation is a leading provider of information technology, operating across multiple industries - ranging from retail, education and business services to hospitality and manufacturing. With headquarters in Japan and over 80 subsidiaries worldwide, Toshiba Tec Corporation helps organisations transform the way they create, record, share, manage and display information.

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Together Information is Toshiba's vision for how people and organisations create, record, share, manage and display ideas and data.

It is based on our belief that the most successful organisations are those that communicate information in the most efficient way .

We make that possible through an integrated portfolio of industry-specific solutions, all of which reflect Toshiba's commitment to the future of the planet.

For more information please visit www.togetherinformation.com