

News Release

MONDIAL INVESTS IN WEB BASED ARCHIVE SOLUTION

Specialist scanning company KCL signs contract

Mondial has agreed a contract with KCL to provide specialist scanning and secure storage facilities.

KCL is a leading data scanning and storage company and has quickly become one of the largest and most experienced providers of these services in the UK market. KCL converts millions of documents each month in their state-of-the art facilities.

The appointment follows an in-depth analysis by Mondial of its existing storage arrangements and needs for the future. KCL's solution has allowed Mondial to send a range of files from its Head Quarters in Croydon and those archived off-site, to KCL who have scanned and indexed the information in accordance with a signed confidentiality agreement which conforms to data protection legislation.

KCL's solution has greatly reduced the volume of paperwork and files stored which has ultimately reduced costs and the time taken to retrieve files. The scanned files are accessible via web-access through user name & passwords and the files can be printed, saved or emailed from the web browser if needed.

Since the introduction of the service, KCL has continued to work closely with Mondial to provide the technical competence to create further cost saving opportunities. As a result of this continued collaboration, KCL now collects the data but instead of storing it on its own server, now stores it direct to Mondial's own server, therefore reducing costs even further by eliminating the need to pay for data storage costs with KCL.

KCL recommended PaperVision to provide a high quality, fast and cost effective retrieval system that would also address the space constraints and costly storage charges incurred by Mondial. Records are collected by KCL on a monthly basis and transported to the in-house scanning facility. On arrival the crates containing the records are "checked in" and each is assigned to an individual employee for preparation. The content of the crate is then scanned, indexed and quality checked. The next stage is for the records to be copied onto CD's and loaded onto the system. Finally, the original paper records are housed at KCL for 1 month after the work is completed and then securely destroyed

Steve Hook, Director for Corporate and Travel at for Mondial commented: "Previously, a request for an old record was a labour intensive process to retrieve and transform back into hard copy. Now, all records have been scanned using KCL's bureau facility – it takes just a few seconds to print out without co-ordinators having to move from their desks."

Concludes Steve, "KCL has been a great help in ensuring our system is set up in a way that suits our requirements perfectly."

Ends

February 2005

Note to Editors

The Mondial Assistance Group, part of the world's largest insurance company Allianz of Germany, provides customer care contact to over 200 million individuals world-wide. Many of the world's leading blue-chip organisations benefit from Mondial Group services each year, ranging from Motor Assistance, Customer Information and Care Contact, Marketing Programmes, Fulfilment, Breakdown and Accident Management, Warranty Services, Travel Insurance and Assistance, Property Assistance and Advice Lines.

For further press information please contact:

Antonia Connolly, Claire Foster or Justine Hoadley, HSL

Tel: 020 8977 9132

Email: justine@harrisonsadler.com

Press Office:
Harrison Sadler Limited

Tel: +44(0) 020 8977 9132

Fax: +44(0) 020 8977 5200