



KROGIUS
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“After implementing M-Files, we have been able to deliver critical monthly reports in just two days. Before M-Files, this information was gathered from email messages and documents and it took us almost five days to generate the same report.”

-Mikko Kuokkanen
Team Leader,
First Point of Rest Survey
Team for Krogius

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Success Story

Lloyd's Agent Collects Reporting Data 150% Faster with M-Files

Krogius employs efficient and user-friendly case management solution based on popular M-Files document management system in European offices

Krogius provides prompt and reliable survey and loss adjusting services, third-party administrative services and claims management services to their clients in nine European countries. In order to provide global access to more accurate and up-to-date case data they decided to revamp their existing case management system in 2008 and chose M-Files as their solution.

The implementation started in January 2009 and the first departments started using the system just seven days after starting their implementation.

Instant access to data from every office

Global businesses often struggle with exchanging information between geographically distributed offices. “Through M-Files I can instantly access the latest versions of ongoing cases from Moscow or St. Petersburg including all related documents and email correspondence,” said Hanna Kivelä, Manager of Krogius Cargo Claims Operations. “The data is securely stored on our servers in Helsinki and replicated to our offices in nine countries, and employees only have access to the data relevant to his or her work.”

For instance, in cases related to an automobile accident or claim, Krogius employees can quickly locate all of the details associated with damages related to a certain vehicle by searching on the VIN number with the M-Files quick search capability.

Broad business requirements mandated a highly flexible solution

Krogius services range from marine and cargo services, including transport liability claims and loss investigation, to non-marine services, such as automobile and business interruption claims. This requires that their IT systems be extremely flexible, because there simply isn't an “out-of-the-box” case management system that meets their broad requirements. The fully customizable metadata structure and multi-language support provided by M-Files made it possible to customize the system to match Krogius' needs better than any other case management system they have evaluated or tried to use.



"We are very pleased with the improved level of customer satisfaction that we're now able to provide because of M-Files."

-Mikko Kuokkanen

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Quick and accurate reporting to customers

The ability to promptly gather, analyze and report claims is a requirement of Krogius' huge global customers, such as automobile manufacturers or shipping companies. "All damages to the new vehicles noted at the first point of rest survey must be reported within strict deadlines after unloading a ship," explains Team Leader of First Point of Rest Survey Team, Mikko Kuokkanen.

In addition to efficiently gathering and working with data, Krogius has other important requirements that are being met by M-Files. For example, certain customers require the ability to access data online. "A key customer wanted to follow-up and approve damages reported by our St. Petersburg office in real-time," said Kuokkanen. "With M-Files Web Access we were able to securely publish this information to our client which enabled them to immediately access and collaborate on the data over the Internet."

About Oy Lars Krogius Ab

At Krogius, 70 professionals provide claims-related services to insurers and other risk carriers in 14 closely co-operating offices acting as one organization. They service a client portfolio consisting of major Finnish and international Insurance Companies, P&I Clubs, Insurance Brokers, Freight Forwarders, Road Hauliers, Trading Houses and Cargo Importers and Exporters. The roots of Krogius go back to 1872 and they have been Lloyd's Agents since 1893. Krogius provides prompt and reliable Survey and Loss Adjusting Services, Third Party Administrative Services and Claims Management Services to their clients. For more information, please visit: www.krogius.com. ■