

Improving efficiencies and saving costs for a globally renowned insurer

Case Study Background

In the UK, Allianz Insurance employs over 4,200 people across a network of offices. The company's Head Office is situated in Guildford, Surrey and have additional support services with over 1,000 people based in Trivandrum, India.

Allianz offer commercial insurance with a full range of products for sole traders, right up to large commercial organisations. Allianz also provide musical instrument insurance, legal protection and pet and equine insurance.

The Allianz logo is displayed within a dark teal, rounded, organic shape. The shape has a lighter teal circular highlight behind it. The logo itself consists of the word "Allianz" in a white sans-serif font, followed by a white circular icon containing three vertical bars of increasing height.

Allianz 

The Challenge

To enable better use of its support services, Allianz needed a simple but secure solution to improve the efficiency of its print and mail communications, reduce errors and improve turnaround times.

The insurer's day-to-day mail was generated from each office, created on a desktop computer and printed on local devices. This meant inconsistent quality and poor brand compliance.

Clerical tasks such as enclosing errors, incomplete addresses on letters and other insert quality issues were also problematic. Allianz also faced high operational costs in printing and enclosing, and the excessive cost of staff time managing this process.

How We Helped

To resolve these issues, Allianz commissioned a Hybrid Mail solution from Adare SEC. This enables letters normally produced onsite at Allianz to instead be quickly and securely produced, enclosed and mailed by us.

By using our Hybrid Mail solution, Allianz employees can submit all types of customer correspondence for processing at our secure facilities. Departmental accounts and users are set-up along with specific production and despatch options, allowing Allianz to manage the multiple brands supported through corporate and affinity partners, as well as their own retail brand. This was rolled out across multiple locations and users, with minimal disruption to its operation.

Our Commitment

Our Hybrid Mail solution has enabled Allianz to dramatically improve the efficiency and cost of its mailed communications, and gain more control over its desktop-generated communications.

With Adare SEC, Allianz has a partner they can count on to deliver customer communications with speed, ease and accuracy. We have worked closely with Allianz for a number of years, and we are committed to growing that long-standing relationship even further.



The Results

Allianz now has more than 200 Hybrid Mail users spread over three UK sites, as well as its operation in India.

This process saves Allianz around 40% of its original production, enclosing and postage costs, as well as delivering the control and brand compliance required.



Book a Discovery Call with our Team

Not a sales call. Talk with our friendly team to learn more about our hybrid mail solution, PrintMe, by emailing hello@adaresec.com

[Click Here to Open the Call Calendar](#)



Adare SEC is a leading provider of technology-led, Integrated Communication Solutions, inspiring our clients with choice and insight to deliver their vital message securely, via multiple channels. As a trusted partner, we consult with our clients to give them choice and insight enabling them to maximise the effectiveness of their communications. We pride ourselves on compliance and integrity, evidenced by our suite of certifications across our three secure sites.

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