



**PIREL offers assurance to Peel Mutual that every policy is printed with customer-specific endorsements and exceptions**

Serving Ontario residents since 1876, Peel Mutual Insurance Company provides a complete line of automobile, residential, farm and commercial insurance products. One of the largest mutual insurance companies in Ontario, Peel Mutual is wholly owned and directed by its policyholders, and is committed to providing quality insurance products at cost.



**The Challenge**

Prior to implementing the PIREL solution, Peel Mutual was using traditional methods to print and archive insurance policies. The information for each policy was entered in an Enterprise Resource Planning (ERP) system, and then printed in triplicate on a dot matrix printer for the customer, the broker, and for Peel Mutual's files. While the ERP system could send the basic policy to the printer, information about specific wordings and endorsements had to be attached to the policy manually. To increase efficiency and improve customer service, Peel Mutual wanted to streamline policy assembly.

**The PIREL Solution**

PIREL implemented a system to automatically print insurance policies. Policies were printed on laser printers equipped with PIREL's software. The complete and individualized policy, including all supplementary information, is produced for each customer. Peel Mutual employees no longer need to manually search for and attach additional material every time an insurance policy is prepared.

With the success of the printing solution, the relationship between Peel Mutual and PIREL developed. Peel Mutual now archives its automobile and property insurance documents on the PIREL EFS Server™, and prints only the documents to be sent to a customer. The archived file copy is retrieved when necessary using software provided by PIREL.

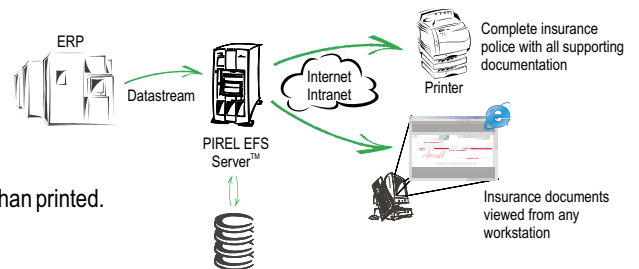
**The Result**

With automated policy printing and easy retrieval of archived documents, Peel Mutual customers are assured of receiving the information they need. In addition, office processes at Peel Mutual are more efficient, since it is no longer necessary to manually assemble each insurance policy. Policy documents have a more progressive appearance, and Peel Mutual saves time and money.

Today, when a customer requests an insurance policy, a Peel Mutual employee simply selects "print", and the entire policy is produced by the printer. When a Peel Mutual employee needs to view a policy, he/she simply retrieves it from the archive, in standard PDF format, using a simple user-friendly interface.

**Summary of Benefits for Peel Mutual**

- Improved office procedures since insurance policies are no longer manually processed.
- Faster and easier access to customer information
- Improved Service by sending only the documents that pertain to each individual policy.
- Improved image, since policies have a more progressive and professional appearance.
- Reduction in paper and printing costs since Peel Mutual file copies are now archived rather than printed.
- Elimination of the need to stock and monitor all but a few pre-printed forms.



**About PIREL**

Founded in 1994, PIREL is a software company dedicated to improving the way that business manages documents by providing robust, secure, high-calibre integrated document and content management solutions at competitive prices. PIREL recognizes the need for rapidly deployed web-based solutions that conform to open standards and maintain document integrity in a scalable and customizable framework. PIREL is committed to helping customers achieve their objectives by providing innovative software solutions and by building long-term, honest, and respectful relationships.