



Client: MAIF

Product: Intalio Document, Intalio Archive, Intalio Case, Intalio Records



Overview

MAIF is a leading French insurance provider with a history spanning over 85 years. It ranks as the 4th largest car insurer, the top insurer in the voluntary sector, and number one in customer relations across all sectors. Today, MAIF serves more than 3.9 million insured members and generates a turnover exceeding 3.5 billion Euros.



Needs and Challenges

MAIF sought to modernize its operations and improve customer service by addressing several key challenges:

- **Customer Service:** Needed to serve all policyholders anytime, anywhere with faster response times.
- **Information Sharing:** Required seamless collaboration and information exchange across multiple sites.
- **Process Efficiency:** Needed to reduce process time, effort, and operational costs.
- **Document Management:** Aimed to improve searchability in archived documents while complying with Solvency II regulations.
- **360-Degree View:** Needed comprehensive insights into insurance claims and accidents from multiple perspectives.



Implementation Highlights

Intalio implemented an integrated solution to automate workflows, manage documents efficiently, and preserve critical data while providing accurate analytics for informed decision-making. The system enhanced information sharing between sites and improved response times to policyholders.

› Intalio Document:

A comprehensive electronic document management system covering the full lifecycle from creation to storage. It enabled fast, accurate access, organization, archiving, and retrieval, ensured content integrity, and prevented duplication or loss, in compliance with regulatory requirements.



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› **Intalio Archive:**

A secure platform for managing paper, electronic, or mixed archives. It offered advanced search capabilities, high security, and compliance with local storage regulations, improving collaboration, data protection, and disaster recovery readiness.

› **Intalio Case:**

Automated internal and external business processes to reduce processing time and streamline workflows. It allowed MAIF to monitor operations, manage shared content, track employee performance, and enhance decision-making.

› **Intalio Records:**

Managed all corporate documents across their lifecycle, ensuring content integrity, traceability, availability, and security. It included retention management, disposal, and long-term archival processes for regulatory compliance and operational efficiency.



Impact and Achievements

- › Fully automated document and workflow management across multiple sites.
- › Faster response times and improved customer service for policyholders.
- › Centralized repository enabling accurate retrieval, traceability, and compliance.
- › Enhanced collaboration and real-time decision-making across teams.
- › Reduced operational costs, process times, and document errors.



Conclusion

Through Intalio's integrated content management and automation solutions, MAIF successfully modernized its operational and document workflows. The partnership empowered MAIF to deliver faster, more efficient services, strengthen compliance with regulatory obligations, and provide a 360-degree view of its insurance operations.