



www.BelWo.com

BelWo and DMM Partner to On-board a Major Health Insurance in Record Time

BELWO

Founded in 2002 we are Document Composition experts. It is our objective to provide our customers with timely, cost effective solutions as an extension to your own existing in house infrastructure.

We have extensive experience covering all types of documents (hard copy and Multimedia) from simple forms and direct mail to complex statements, legal documents and billing applications. These can be documents that need updating or rebranding or can be completely new applications to satisfy new business rules.

Our customers include Print and Direct mail companies; Major Retailers; Banks; Insurance companies and government bodies. Security of your data and your IP is paramount to us and as such we work within your processes and procedures to protect them.

Our value proposition is our guaranteed support. Because we don't allocate a specific person for your requirements, we allocate a team, a team who are all familiar with your work. This means that if you have a requirement that needs one developer only you get access to several. We can cover holidays sickness and peak workloads while you only incur the costs of one person. Our virtual person gives you uninterrupted coverage 24 x 7.

DMM

DMM Inc. is a 30+ year old privately held business critical communications provider specializing in transactional print and direct mail marketing programs. They have a proven track record in various industries such as Healthcare, Financial Services, Insurance, Utilities, and Retail. DMM delivers client solutions that utilize the latest in technology to develop and execute communication programs that increase ROI and build stronger customer relationships. Whether it is a compliance communication or a marketing campaign, DMM customizes programs to meet their clients' needs. Certifications include: SOC1 SSAE 16, ISO 27001, HIPAA Compliant, G7 Master.

"Providing solutions to technical challenges has been my passion.



At BelWo Inc, we push ourselves constantly to deliver world class solutions, at the best value, with a service that not only wins us repeat business but also lifelong friends"

Gautam Kanwar
President,
BelWo Inc.

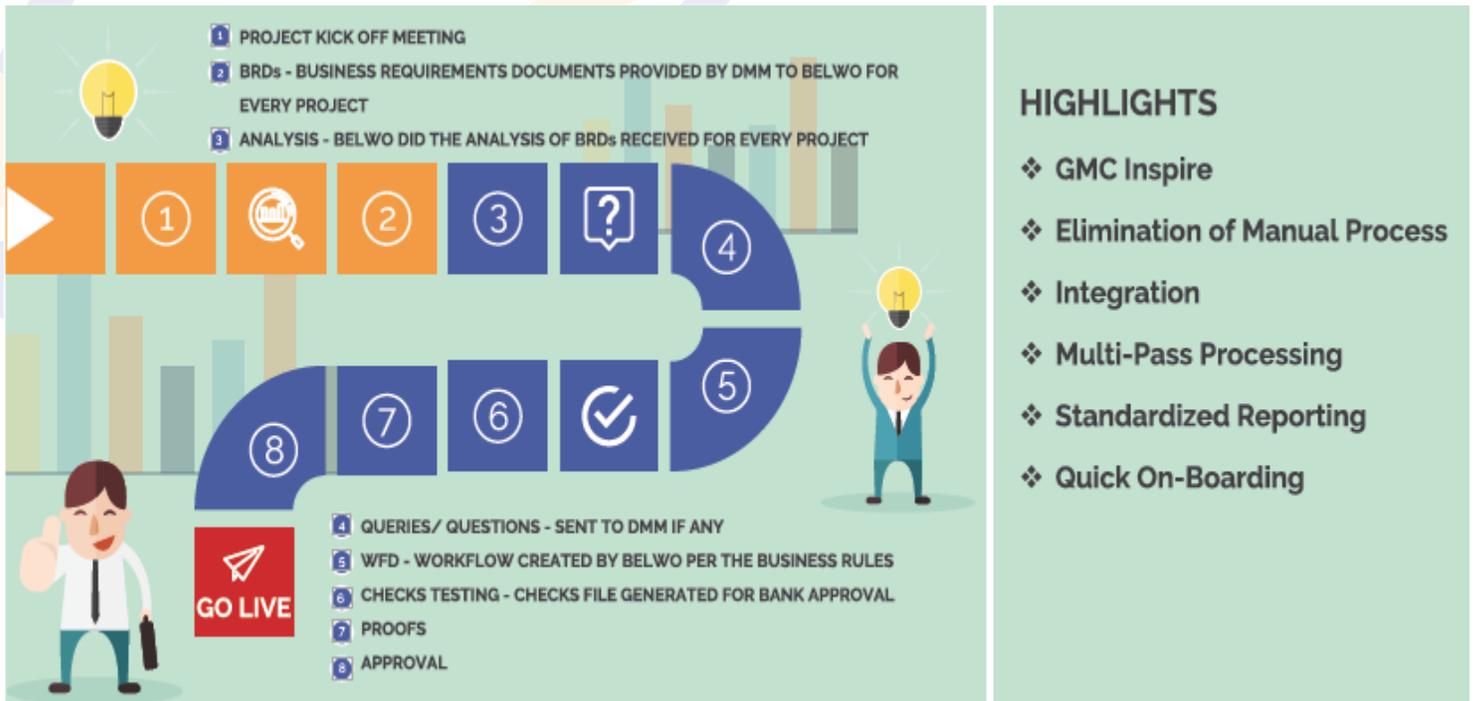
"BelWo has been a terrific partner for our company. We have utilized their GMC Inspire and project management team for highly complex special projects and they are professional, knowledgeable & accessible with a high level of accuracy when it comes to performance."

John Cloutier
President & CEO
DMM Inc.

CHALLENGE

DMM Partners with many high volume customers that require demanding and complicated workflows. DMM had an opportunity to replace a current vendor and win a major health insurance customer application provided they could on-board eight applications within two and a half months. It was a very big endeavor with multiple fixed and variable length input files. It also included post script output for print, pdf for electronic presentation, csv and txt for reconciliation reports. Conditional logics for this BRD ran into hundreds of pages requiring significant

analysis (and often clarifications from customers). DMM has a very strong IT staff with experience on-boarding complex workflows with short notice but the project required resources beyond the team on staff. In order to reach the tight deadline, DMM contacted BelWo. BelWo was able to interpret and understand the business rules required by the project and contribute significantly in the heavy lifting to meet the application deadline with a high degree of accuracy.



HIGHLIGHTS

- ❖ GMC Inspire
- ❖ Elimination of Manual Process
- ❖ Integration
- ❖ Multi-Pass Processing
- ❖ Standardized Reporting
- ❖ Quick On-Boarding

SOLUTION

BelWo set-up an on-site meeting to define the delivery model with effective communication and project management across several time zones. The BelWo team worked remotely connected to DMM's infrastructure via secure VPN, eliminating compatibility issues of different Inspire versions. To enhance the efficiency of delivery, the BelWo Development Team took the initiative to work after hours resulting in the additional benefit of not needing additional Quadiant (GMC) Inspire licenses. BelWo

developed the complex applications efficiently with an aggressive deliverables timeline. To meet the deadline, regular project meetings were scheduled with DMM to discuss roadblocks. They had noticed on multiple occasions, specific business rules were missing in the BRD. BelWo worked with DMM to confirm the client's needs and resumed programming without waiting for the updated BRD to meet the timeline. Upon receiving the updated BRN the team was able to conform programming accordingly within the implementation schedule.

