



## Unipol

### Quote

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**Established in 1963 by the Italian Cooperative Movement** (Movimento Cooperativo Italiano), Unipol has always prided itself on providing professional, high quality insurance services to its clients.

Unipol's business strategy combines high quality service with strong business partnerships. Its increasing success is reflected by its broad-based presence in Italy with 617 agencies, over 1,400 employees (including 50 insurance agents). With annual premiums in excess of 2,000 billion lire, Unipol ranks as one of the top 10 insurance companies currently operating in Italy. In addition, Unipol maintains a valued association with several international, high-profile organizations such as Maif and Macif, two large French mutual insurance companies, and R+V, the third most influential insurance company in Germany.

### Challenge

Unipol contacted TOPCALL seeking an integrated solution that would manage its software application problems, particularly damage claims.

"The main goal of our collaboration with TOPCALL was to support our claims examiners and auto repair shops by utilizing a fax and messaging solution connected to a TOPCALL server to expedite claims processing and damage payments," states Andrea Barbieri, Responsabile del Servizio Sistemistico, Unipol.

### Solution

The integrated solution provided by TOPCALL enables claimants to dial Unipol's toll-free number and directly access one of the 30 insurance adjusters available to process claims through Unipol's telephone exchange. Rapid communication and efficient exchange of documentation, invoices, and receipts between the adjusters and the auto repair shops is insured by a fully integrated Fax solution provided via a TOPCALL server. In addition, TOPCALL acts as a sorting system for incoming Faxes, checks incoming documents, then catalogues and inserts them in a reference file.



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### Result

"This service was initially linked to users in the central region of Emilia Romagna," says Barbieri, "subsequently, the service was extended to Lombardy's users as well. Today, users involved in this project represent nearly 40% of Unipol's customers."

From its inception, the region of Emilia Romagna had a massive work-load that required the transmission and receipt of 400 to 600 faxes each day. This flow of paperwork will increase exponentially as the service expands to support all the Italian traffic. Eventually, the service will also extend to users from other European countries.

Unipol's system is connected to a PABX telephone exchange through eight telephone lines. "The TOPCALL Communication Server," adds Barbieri, "runs two operating systems: TCOSS, an operating environment which pilots the system's logical channels, and Microsoft Windows NT that enables Unipol to connect to the client/server architecture."

### Future

"Our final goal is to introduce a single universal mailbox," says Barbieri. "Thanks to new versions of Microsoft Exchange, users can manage their e-mail quickly and easily."

"Our company is already using e-mail on the Internet," explains Barbieri, "and is planning to do the same with multiple services through TOPCALL. Another significant step in our strategy will make all of Unipol's insurance policies available on the Web. Our activity on the Internet has recently expanded and this trend will continue in our effort to manage contacts with banks more efficiently."

An enterprise's need to efficiently manage large volumes of communication has always been an exciting challenge for TOPCALL. TOPCALL continues to respond to this necessity by providing integrated messaging solutions designed to meet the future requirements of the business community.

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