



Central States Health & Life Company of Omaha Streamlines Claims Correspondence with Napersoft CCM

Naperville, IL—December 13, 2011—Central States Health & Life Company of Omaha successfully implements Napersoft [Customer Communication Management \(CCM\)](#) software to streamline claims correspondence.

Central States Health & Life Company of Omaha (CSO) is a mutually owned insurance company specializing in the debt protection market. With over 75 years in the business, CSO partners with over 5,300 financial institutions and automobile dealerships to offer credit insurance to its customers.



The Napersoft solution is integrated into CSO's insurance claims application and administration system. "It was very important that our business users felt comfortable with a new solution. By continuing to use our existing application's interface, our employees are at ease with familiar screens while Napersoft CCM performs the document creation and distribution," comments Dave Dibben, Vice President and Chief Information Officer at CSO.

The new system also requires fewer steps and provides additional ease-of-use. Instead of having to manually input information that is missing from a document, Napersoft CCM automatically prompts business users for the information. Based on business rules, the solution attaches enclosures such as forms or applications that need to be included in a mailing to a customer. For claims [letters](#), Napersoft can automatically send 2nd and 3rd notices based on a predetermined number of days, ensuring on-time delivery. According to Dave Dibben, "With the use of easily configured business logic, we have reduced errors and maintained consistency within our letters. Our volume of templates has been cut down to half."

With Napersoft's sophisticated document creation and distribution solutions, customers like CSO continue to improve their business and set themselves up for continued and future success.

About Napersoft

Napersoft is the leading provider of Customer Communications Management (CCM) software solutions. For more than 25 years, Napersoft has assisted customers of all sizes and across various industries to implement innovative CCM solutions. With Napersoft CCM, customers achieve top line revenue growth via cross-sell and up-sell strategies, streamline core business processes, improve customer satisfaction, optimize electronic document delivery channels, improve business agility and reduce costs.



For additional information please visit Napersoft, Inc. at <http://www.napersoft.com/document-automation-solutions.htm> or contact:

Anny Hasse
Marketing Communications Manager
Napersoft, Inc.
40 Shuman Blvd.
Naperville, IL 60563
(800)380-1000