

HUK-COBURG fixed document scanning on Android and iOS with the Scanbot SDK





With 13 million customers, HUK-COBURG is one of the ten largest German insurance groups. It is the largest car insurer and among the largest providers of household contents and personal liability insurance on the German market. HUK-COBURG has over 10,000 employees.

Product

Document Scanner SDK

Use case

Scanning claim documents and uploading them for automated processing

Industry

Insurance

Availability

Android & iOS

Development platform

Native

Goal

The HUK-COBURG health insurance needed a scanning solution that would solve issues with scanning documents in its health insurance app for Android and iOS.

Challenge

The new solution would have to improve the result quality on Android and iOS devices and run equally well on both platforms.

Solution

The Scanbot SDK was the perfect solution for HUK-COBURG health insurance, as it enables high-end document scanning in its health insurance app on both Android and iOS natively.



Key results



Increased automatic processing rate

Users capture high-quality scans suitable for fully automatic processing.



State-of-the-art code

The SDK conforms to industry best practices, easing integration.



GDPR-compliant

The Scanbot SDK guarantees data privacy by operating 100% offline.



"Integrating the Scanbot SDK eliminated every issue we had with our previous scanning solution on Android and iOS. Integration went smoothly, thanks in no small part to the direct communication with the SDK's development team. And most importantly, the quality of the scans submitted by our insureds has increased significantly."



Michael Schomacker

Product Owner @ HUK-COBURG health insurance

How HUK-COBURG fixed document scanning on Android with the Scanbot SDK

With the mobile app of the HUK-COBURG health insurance, insureds can use their phones to scan and submit claim documents. However, the HUK-COBURG health insurance's previous scanning solution often failed to deliver satisfying results on Android and iOS. In particular, its image detection capabilities were lacking and the automatic cropping feature did not work as expected. Code quality issues also hampered maintenance.

Therefore, the HUK-COBURG health insurance sought an alternative that would fix these problems on both Android and iOS. This would ensure feature parity between the two platforms.

The team decided to go with the Scanbot Document Scanner SDK for three key reasons:

1. It ticked every box on the HUK-COBURG health insurance's requirement specification.
2. Its technology is state-of-the-art.
3. It is fully compliant with European data privacy regulations.

Integration proved straightforward and only took two weeks. In this, the HUK-COBURG health insurance's engineering team benefitted from a dedicated contact person and direct communication with Scanbot SDK's developers via Microsoft Teams. The SDK's high-quality code and documentation streamlined the integration and will significantly simplify future updates to the app.

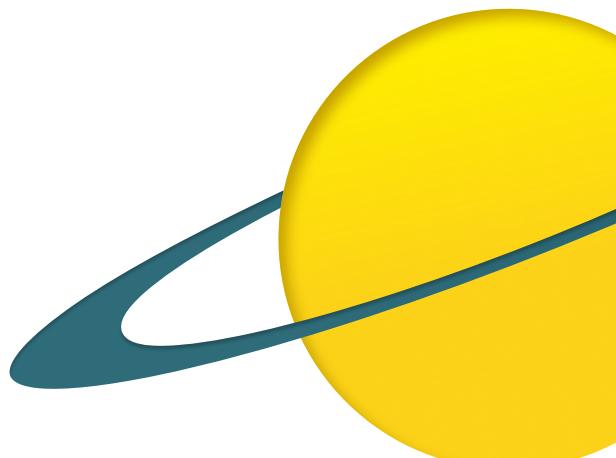
The SDK's high-performance document detection algorithm and straightforward cropping features significantly increased submission quality. This enables the HUK-COBURG health insurance's backend to process more scans fully automatically, reducing costs. Additionally, Scanbot SDK's intuitive user interface has improved the app's general user experience.

The process before the Scanbot SDK

- 1 Insured persons of the HUK-COBURG health insurance scan a claim document with the health insurance app.
- 2 Achieving a quality fit for automated processing can prove difficult on Android and iOS.
- 3 The submitted scans often have to be checked by back-office staff, increasing the processing time and cost.
- 4 After manual confirmation of the scan data, the claim process can continue.

The process with the Scanbot SDK

- 1 Insured persons of the HUK-COBURG health insurance open the scanning interface in the health insurance app and are carefully guided to achieve optimal scan results.
- 2 The high-quality scan is transmitted to the HUK-COBURG health insurance's backend and processed automatically.
- 3 The claim process is completed without delay.



In conclusion, integrating the Scanbot SDK provided the following benefits:



Improved performance on Android and iOS

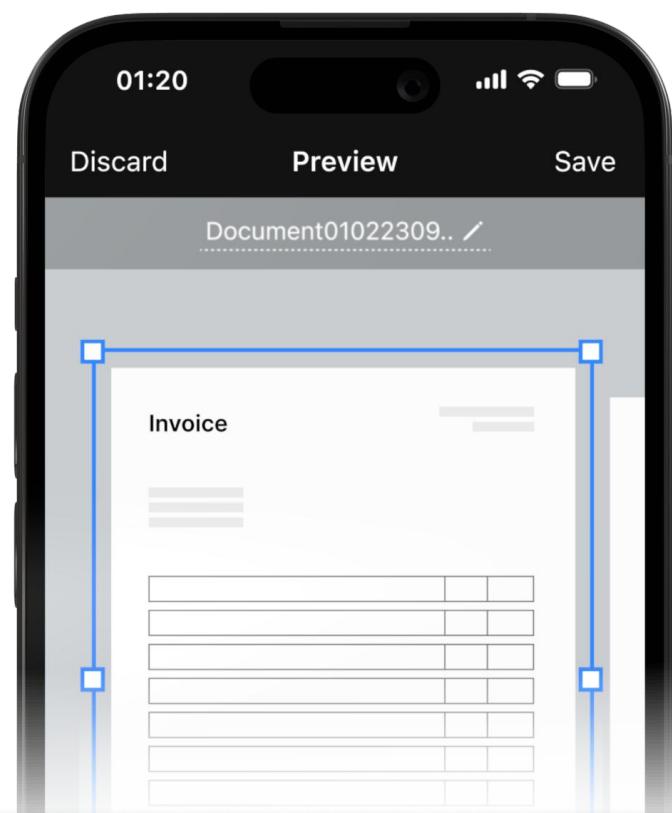


High-quality document scans



Increased automatic processing rate

In the future, the "My Health" app team plans to implement more features of the Scanbot Document Scanner SDK in its mobile apps. For example, the Document Quality Analyzer automatically asks users to retake scans if the image quality fails to meet a certain threshold. This has the potential to increase the insurer's automatic processing rate even further.



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