

Mailroom Automation at SWICA: A proven model for insurers



“The introduction of the digital mailroom with Parashift has allowed us to handle high volumes of documents more reliably and with significantly less manual effort. The collaboration was very constructive, and the solution now ensures faster processing, fewer errors, and stable operations even as volumes grow.”

Reto Beeler, Team Lead Application Management, SWICA

Industry

Insurance

Size

Enterprise

Location

Switzerland

Initial situation and challenges

In the summer of 2024, it became clear:

The paper-based mailroom processing at SWICA was no longer up to date. **Too labor-intensive, too error-prone, too little scalability.** The challenge: processing millions of incoming documents each year efficiently and securely – in an environment with high demands on data protection and quality.

Experience & Solution

Parashift has worked closely with its partners [Inacta](#) and [Tessi](#) to digitize the entire mailroom from SWICA.

What has been implemented as a solution:

SWICA has introduced an **end-to-end digital mailroom process**.

Upon receipt, all documents are digitized by Tessi and routed to Parashift for classification and data capture, ensuring fast processing and consistent quality.

Parashift's AI classifies more than 90 document types with up to 93% accuracy, significantly reducing manual sorting and accelerating throughput.

After classification, key information such as customer numbers and sender details are extracted and automatically validated against master data. This minimizes errors and enables straight-through processing for the majority of cases and manual handling is required only for exceptions.

Finally, the validated data is delivered to SWICA's backend systems, including Sirius, via secure, standardized interfaces that ensure seamless and reliable downstream processing.

**End-to-end
digital mailroom
process**

**>90%
error reduction**

**93%
classification
accuracy**

**+70%
faster
processing**

Results

Processing times have been drastically reduced, with documents reaching departments in a fraction of the time.

Error rates have dropped by more than 90%, improving data quality and cutting manual correction efforts.

Employees can focus on value-creating activities, while routine tasks run automatically in the background.

The solution is highly scalable. Even with increasing document volumes, processing effort remains stable – ensuring resilience, cost efficiency, and readiness for the future.

For insurers, this case proves how intelligent automation not only streamlines operations but also strengthens competitiveness in a rapidly evolving market.




About Parashift

Parashift helps you automate your structured and unstructured document processing, easily and seamlessly. We integrate with your existing software to provide a value-added service to your business processes.

Ready-to-use document types make it easy to get started. Or, quickly create new document types with our user-friendly document type editor.

Stop wasting valuable resources on manual data entry. Let Parashift power your automated document processing, with fast and reliable results.



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Parashift Intelligent Content AI helps
Enterprises to minimize the time spent processing and
understanding documents across all processes.