

*Solution Profile*

## Hitachi Secure Document Management Solutions for Insurance

Foster collaboration, speed decision making, extract meaningful insights, and maintain compliance

### Improve Efficiency

Deliver complete, consistent, and accurate information quickly to underwriters, claims processors, agents and customers.

### Optimize Data Storage

Consolidate data from multiple sources, including third-party providers and internal systems and eliminate information silos.

### Minimize Risk

Facilitate compliance by protecting sensitive customer information while ensuring accurate data lineage, transparency, and accountability

## The Data Challenges Facing Insurance Providers

Insurance companies often deal with data from multiple internal systems and third-party sources that is inconsistent, inaccurate, or incomplete. Poor data quality can cause errors in underwriting, claims processing, and pricing, leading to higher costs, customer dissatisfaction, and lost business opportunities. Carriers also face challenges with:

### Cybersecurity

Because they hold personal and financial records, insurers are prime targets for cybercriminals.

### Data Privacy

Carriers must continuously adapt to tightening data privacy laws (requiring substantial investment in robust internal security measures to prevent costly data breaches).

### Technological Transformation

Many carriers are hampered by outdated legacy IT systems that prevent them from operating efficiently, offering real-time claims processing, or utilizing modern predictive analytics. In addition, consumers expect seamless, on-demand digital experiences, prompting insurers to pour resources into artificial intelligence and cloud modernization.

### Regulatory Compliance

Navigating localized regulations, price transparency laws, and changing health equity requirements creates heavy administrative loads.



# Hitachi Secure Document Management Solutions for Insurance

## The Hitachi Solution

Hitachi's secure document management solutions incorporate hardware, software, services and expertise to foster collaboration, speed decision making, extract meaningful insights, and maintain compliance. These solutions are available as a traditional self-managed offering, and as a secure, managed service offering through Everflex.

## Focus on Your Business, not Your Infrastructure

Hitachi's [Everflex managed services](#), helps insurers reduce the burden of infrastructure management so teams can stay focused on business priorities. By offloading routine operations, organizations can respond faster to market changes, accelerate initiatives, improve efficiency, and lower total cost of ownership across complex hybrid environments. Hitachi also applies automation, observability, and intelligent monitoring to keep infrastructure efficient, reliable, secure, and compliant helping accelerate time to value, improve service consistency, support agreed service levels, and reduce operational risk.

## Deliver Data Quality and Consistency

When critical information is spread across multiple systems and sources, insurers can face delays, inconsistencies, and limited visibility at key decision points. Hitachi's unified, trusted, modern data foundation helps improve underwriting and claims outcomes, supports better customer experiences, and enables teams across the business to act with greater speed, accuracy, and confidence.

## Drive Consolidation and Integration

When information lives in disconnected systems, insurers can struggle to coordinate across functions and act quickly. [Hitachi Integrated Solutions](#) provide a fully integrated, flexible, reliable, highly configurable and scalable VMware infrastructure to support any application.. Bringing structured and unstructured data together helps create a more connected business; improving collaboration, accelerating decisions, and enabling broader insight across claims, customer service, compliance, and risk operations.

## Adapt to the Volume, Variety, and Velocity of Data

As insurers manage growing volumes of structured and unstructured information, the ability to scale without slowing the business becomes increasingly important. Hitachi's data foundation delivers secure, simple and smart [object storage](#) for superior efficiency and interoperability to help organizations process information faster, uncover actionable insights sooner, and support more informed decisions across fraud detection, risk assessment, and day-to-day operations.

## Support Regulatory Compliance and Reporting

As regulatory expectations such as NAIC's Insurance Data Security Model Law in the US or GDPR in the EU continue to evolve, insurers need a stronger foundation for governance, reporting, and accountability. Our sovereign, well-managed information environment along with services from [Hitachi Cyber](#) helps reduce compliance risk, improve audit readiness, and give organizations greater confidence in how data is governed, tracked, and reported across the business.

## Enable Cybersecurity and Data Privacy

As insurers expand digital operations, protecting sensitive customer information becomes essential to maintaining trust and business resilience. This secure, governed information environment coupled with Hitachi Cyber services helps reduce cyber risk, strengthen privacy protections, and give organizations greater confidence that critical data is protected across the enterprise.

## Consume as a Service

The solution is a continuously improved service with an optimized architecture designed for high availability, better performance, stability. It accommodates multiple simultaneous operations and is adaptable to future growth scaling to billions of documents and petabytes of capacity. It offers a continuously improving service with better pricing, including a pay as you grow model for compute and storage resources.

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