



# Church Mutual Selects Cincom Document Automation Software

Property insurer chooses Cincom Eloquence to streamline claims correspondence and policy generation processes

Worldwide Software provider Cincom Systems announces that Church Mutual Insurance Company ([www.churchmutual.com](http://www.churchmutual.com)), a leading provider of property and casualty insurance, has chosen Cincom Eloquence(R) ([www.cincom.com/cds](http://www.cincom.com/cds)) to streamline its claims correspondence and policy generation processes. A key consideration for the selection of Cincom Eloquence is its flexibility in generating personalized claims correspondence in real time. Cincom Eloquence provides point-and-click access to a central repository housing pre-approved templates, enabling claims representatives at Church Mutual to deliver claims correspondence that is more timely, accurate and compliant. Our claims representatives have been supplementing our existing document generation system with manual processes that have increased costs and slowed our response times neither of which is desirable, says Tim Householder, vice president of Claims, Church Mutual. Cincom Eloquences intuitive interface and guided workflow takes the burden off our claims representatives so they can focus on delivering superior service to our policyholders at the point of need. Another contributor to Church Mutuals selection of Cincom Eloquence is its ease of use in the creation of policies in high volume. Church Mutual expects significant improvements in the speed of document development due to Eloquences intuitive design environment, which provides a more active role for business users in the design and creation of documents reducing the dependency on the companys IT resources. Currently our IT resources are heavily involved in the development of documents, which often leads to delays given other priorities, said Barb Breese, Electronic Document Services, Church Mutual. By moving document development out of IT and into the hands of business users with Cincom Eloquence, we anticipate cutting the time it takes to create, edit and test document templates in half. Cincom collaborated with Human Factors International (the worlds leading strategic advisor and provider of user experience design services) to ensure that Eloquence delivers the most intuitive document automation experience in the industry. Cincom Eloquence enables organizations to strengthen customer relationships, minimize compliance risks and reduce operating costs by simplifying the management of business-critical document-composition processes through a software suite that is easy to use and seamlessly integrates into legacy environments. About Church Mutual For over 112 years, Church Mutual has specialized in providing insurance for religious organizations. Today, the company insures over 100,000 houses of worship, denominational offices, schools, camps and senior living facilities throughout the United States. Headquartered in Merrill, Wisconsin, the company markets most lines of commercial property and liability insurance, including multiple-peril, workers compensation and commercial auto insurance, and has received an A+ (superior) rating from industry analyst A.M. Best Company for 56 consecutive years. For more information, visit [www.churchmutual.com](http://www.churchmutual.com). About Cincom Systems Cincom Systems of Australia is a wholly-owned subsidiary of US-based Cincom Systems Inc. For 40 years, Cincom's problem-solving software, services, and people have helped thousands of companies all over the world grow and manage their businesses. The Australian subsidiary, established in 1975, services both Australia and New Zealand. For more information about Cincom's products and services, contact Cincom Systems of Australia at 02-8875 1400, send an e-mail to [info@cincom.com.au](mailto:info@cincom.com.au), or visit the company's website at [www.cincom.com.au](http://www.cincom.com.au).

## Contacts

Sheryl B. Jaber  
02-88751400  
[mailto: sjaber@cincom.com](mailto:sjaber@cincom.com)