# Case Study: Sanlam Structured Solutions

**Industry:** Financial Services
**Region:** Middle East and Africa
**Product:** Qorus DocGeneration

## Sanlam Structured Solutions cut Contract Generation from Hours to Minutes

*Sanlam Structured Solutions replace their manual process of generating Investment Fund Policy Contracts with Qorus DocGeneration's dynamic contract generation capabilities.*

### Summary

Sanlam Structured Solutions (SSS), a division of Sanlam Life Insurance Limited, designs and provides structured investment and retirement solutions for the institutional and retirement fund industry. SSS implemented Qorus DocGeneration in their SharePoint environment to reduce the time required to generate their investment fund policy contracts (Contracts).

### Situation

**SSS has produced approximately 350 Contracts over the last two years,** which outline the terms and conditions of the contractual agreement between Sanlam Life and a fund. The Contracts consist of fund information, address information, dates the contracts pertain to, and multiple sections of Schedules (product options). The creation of these Contracts **requires re-pagination, the construction of a table of contents and the inclusion of information relevant to each fund**. In the past, the contract generation team **manually assembled** these multi-sectioned Contracts for their clients and each contract **took approximately two hours to generate**. The process was time-consuming and prone to human **error and rework** as much of the content was **copied and pasted** into the Contract documents. Tables of Content were manually created and Contracts were then manually archived.

**The issues resulting from this manual process were**

- **Lack of consistency of information** across Contracts, because information was being sourced from a variety of repositories.
- **Time consuming manual input of dynamic information**, which was prone to **human error and inaccurate information** resulting in more time required for proof-reading and fact-checking.

### Solution

SSS added Qorus DocGeneration to their existing **SharePoint** and **Nintex Workflow** implementation to simplify and accelerate the generation and storage of their Contracts. Qorus DocGeneration would allow SSS to create intelligent Word templates for their different products that would **self-populate the Contracts with the most up-to-date and accurate information for each particular fund or set of funds**.

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**Qorus DocGeneration** was used to create a Master template which included general common information for a policy contract. The **Master template would then pull Dynamic data from a SharePoint list,** such as the name of the fund, the effective data and address information, by using **Qorus Data Tags linking the placeholders in the template with the right data.** Lists were created in SharePoint for the Contracts team to capture and maintain the dynamic data. The list could be expanded to include new sub-template metadata, should new sub templates be created. Each sub template had a field in SharePoint that indicated to either "include" or "not include" the template. The Master template linked to the "Schedule" data in the Sub Templates using Qorus' Content Section functionality. These **content sections were wrapped in "Qorus Business Rules" that would validate the Dynamic data** to confirm if a section should be included or not.

As these Contracts were generated on demand, the solution would **determine what information was required in the contract upon adding a new record and automatically generate a new Contract with the correct Dynamic data (details).** The solution **automatically saves the document into a SharePoint Library** promoting metadata for ease of search at a later stage. A workflow approvals process would be kicked off to ratify all contract information.

## Results

Qorus DocGeneration now helps SSS generate their investment fund policy contracts in less time, with less effort required while increasing the quality of their final output. **SSS now benefits from:**

### FASTER PRODUCTION TIMES

- Qorus data tags **eliminate the manual input of data** into Contracts.
- Indices and Tables of Content are **auto-generated**.
- Metadata is stored against the generated document, e.g. relevant fund(s) and portfolio(s). This **metadata is used to set off the approval process workflow** and to route the document to the relevant people for approval.
- Significant **reduction in the time for proof-reading** the wording in Contracts.

### HIGHER QUALITY CONTRACTS

- **Data accuracy is increased** since content is dynamically pulled from the relevant source and inserted into the right placeholder in the template.
- **Layout, formatting and branding on all documents are consistent** as templates can now be created, stored and managed in a single repository using version control.

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Qorus

*SharePoint*
*Document Automation*

## Sanlam Says...

"Our use of Qorus for the generation of our investment fund policy contracts has resulted in a turn-around time of about ***5 minutes*** per contract in comparison to the previous ***2 hours*** needed to construct standard documents.

The success of the project has led us to re-evaluate our other document generation processes and plans are afoot to ***use Qorus for generating other business documents*** to ensure similar time reduction, data consistency and quality output."

**Lionel Vice,**
**Chief Operations Officer**
***Sanlam Structured Solutions***

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