

Customer case



COVEA: A choice of high-quality solutions and professionalism of Kern teams

Short description

Customer

COVEA



Sector

Mutualist Insurance Group

Country

France

Implementation period

Summer 2022

Product / solution

2 Kern 1600

Technical advantages

- Ergonomic and quieter
- Automatic processing of all types of envelope
- Processing of all codes (OMR, OCR, etc.)

Other asset

- Manufactured in Europe
Compliant with CSR policies

Company description

The Covéa mutual group is a European leader in insurance and reinsurance.

The Covéa Group is a solid and dynamic financial anchor. It is the largest property and liability insurer in France with its three brands MAAF, MMA and GMF and the tenth largest reinsurer in the world with its PartnerRe brand. The Saran site processes 12.8 million letters and produces 36 million pages per year.

Situation / Challenge

- Situation: After the termination of a maintenance contract for one of our machines and due to the heterogeneity of our machine fleet (three different suppliers), we decided to launch a tender to harmonize our machine fleet at the end of 2021.
- Challenge:
We were looking for an agile inserting solution, especially capable of processing both OMR and OCR codes, and a machine that was ergonomic and automated to process all types of envelopes quickly. we were also looking for a high quality of service.

Solution

- Solution: We chose two Kern 1600 systems because they met our needs better than competing solutions to handle the many small batches; they are more ergonomic and quieter. In addition, the service offer met our needs exactly.
- In addition to choosing Swiss technology, it was important to us from a CSR point of view to invest in a solution manufactured in Europe by a family business.
- Result: Today, we have achieved our goals in terms of flexibility and production rate. The operators have become familiar with the machines very easily and quickly. The automatic settings have changed their lives! The MMA workflows consist of many small batches that are now processed easily and quickly. We are very happy with our choice.

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Future

- In terms of strategy, efficiency is the number one priority today; so, we continue to focus on postal mass processing. Our goal is to adapt our processing lines so that we are able to submit CI Premium*.
- Another goal is to maintain the volume of mail processed internally. The disappearance of the Green Card, a document that must be sent to customers at least once a year, has been announced for 2024. We also anticipate, and this justifies our decision for more agile machines, because we know that the trend is more and more towards small solutions, towards the “grocery shop” and less and less towards large, continuous flows as in the past.

Cooperation

- On the after-sales side, as well as the entire regional team, relationship is excellent. We have full confidence. The support team was present especially during the installation and then during the training, hats off to them too for the work done! Everything, from dismantling to installation, was very well organized.
- One last word to conclude?
We congratulate ourselves every day on our choice: both in terms of the inserting solutions and the supplier. The quality of the solutions and the professionalism of the staff make Kern a true partner for us.

* New French postal service for business mail