



Document management: the driving force behind maritime insurance

Post & Co (P & I) B.V. and Canon

Custom digital solutions for an ocean of information

“The world we operate in demands extensive customization. Therefore™ gives us the flexibility to keep building and evolving.”

John van Noorloos, Project Leader for Therefore at Post & Co (P&I) B.V.

The Client

As a specialist intermediary in maritime liability insurance, Post & Co (P&I) is headquartered in Rotterdam, with offices in Antwerp and Seoul, firmly anchored in the shipping industry. P&I stands for Protection & Indemnity, the liability insurance designed for maritime operations. These complex and high-value policies cover a wide range of risks—from crew injuries to cargo damage. Post & Co also facilitates insurance for piracy and logistics services. This requires deep expertise and access to extensive information about various maritime sectors, both national and international regulations, and large claim files. One unique area of focus is inland shipping. Founded by Jacs Post in 1941, Post & Co is now a fourth-generation family business with 62 employees and a proud history as an intermediary and maritime service provider for clients around the world.

The Reason

As project leader at Post & Co, John van Noorloos led the transition to a digital way of working. The main reason for the change was the legal storage requirements, which caused issues with both information availability and overall efficiency. John explains, “We need to keep large volumes of data for many years. For instance, in cases of injury from asbestos, the retention period is fifty years. Our claims correspondents rely entirely on documentation like reports, diagrams, contracts, and so on. That can result in a physical stack of paperwork up to a meter high. Another challenge was ensuring the longevity and security of all these documents. Above all, we wanted easier access to key files and a more efficient workflow. The storage issue ultimately led us to strategically choose digitalization. To be ready for the future, we've decided to archive digitally and implement workflow-based processes—from proposal to invoicing.”

Canon

Post & Co (P&I)

'With Canon, we had more control than anywhere else'

The Solution

At the heart of our support system is Therefore™, Canon's powerful document management solution. Post & Co now operates with 21 compact workgroup multifunctionals and 15 network printers. The entire printer fleet is maintained with e-Maintenance for automatic error alerts and centralized meter tracking. Because this new system impacts our service, we're rolling it out department by department. The Claims team was first to become fully operational with Therefore™. Now, claims specialists can easily retrieve required documents, process them online, share, and store them back in the system. Next, our data entry team will digitize our historical archives, scanning and indexing all documents into electronic files within Therefore™. "Given the sensitive nature of our business data, we opted for a targeted, phased launch. The teams using Therefore™ helped design the procedures themselves to ensure both efficiency and security. Certain sections are protected with specialized access rights, so data integrity and security remain safeguarded," says John van Noorloos.

Want to learn more about Canon Solutions for document processing? Call: 0800 - 2266648 (toll-free)

Canon

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Pictured from left to right: John van Noorloos, Project Leader; Raymond Berkelmans, Application Management; Maxim den Outer, Canon Account Manager; Peter Varosseau, PC and Network Management; Maurice Schill, Canon Account Manager.

Our Approach

The shift to digitalization was a journey that took two years in total. Maurice Schill, Canon's account manager, guided us through the selection process and the early stages of implementation with in-depth discussions and a range of demonstrations. During the management phase, Maxim den Outer took over the project. John shares: "Canon truly took the time to understand our business. The two other vendors we considered didn't make the cut because we wanted both hardware and software from a single accountable partner. What's more, Canon's Therefore™ gave us the flexibility to build on the system as needed. The solution was tailored to fit our organization, not the other way around. The conceptual design and the detailed implementation report from Solution Business Consultants Erik van der Mars and Bastiaan Traas gave us a clear understanding of the realization, enabling a structured rollout. Throughout the process, we received extensive support."

Post & Co (P&I)

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The Benefits

"The most important thing is that we now have a future-ready, scalable solution. The hardest part was making the right choices during the decision process. In the end, it's all about continuity and reliability. That's exactly what we've achieved with this project. Plus, we've eliminated the costs and hassles of physical storage. Now, information is available online to multiple users at once, with data integrity and confidentiality fully protected. This makes our workflows—and our service—much more efficient. Feedback has ranged from cautiously positive to very enthusiastic, and, interestingly, age seems to play a role in that. Our goal is to roll this out across the entire company."

- Future-proof, scalable solution
- No more limitations from physical storage
- Information available online anytime
- Boosted efficiency, improved service
- Cost savings