

CASE STUDY



ENDORSEMENT REQUEST EMAIL INDEXING (BI)

INDUSTRY:

Insurance

TECHNOLOGY:

Workfusion, OCR, ML, NLP

PROJECT BACKGROUND:

A large American insurance company was looking for a solution to reduce the workload for indexing endorsement emails from sales agents.

CHALLENGES:

- Process complexity involved manual intervention and creating bottlenecks in the cycle as information from emails are used to populate a system (SWI), which routes work and creates a work task in another system (TM) for downstream processing.
- Manual handing of emails sent with error was necessary to request missing information needed for entry. Handling of non-value add emails and processing of responses to underwriting information was also performed manually.
- Manual processing can lead to errors. The average handling time was approximately 90 seconds. Unpredictable spikes in demand led to delays in processing. SLA was estimated at 4 hrs. which added to the overall turnaround time of the process. Processing was also not performed around the clock and processor turnover was affecting the organization's ability to meet the SLA.

SOLUTION:

Our RPA solution architects helped customer deploy solutions that provided:

- Significant reduction in processing time from hours to seconds in email indexing and information entering to systems
- Reduction in average handling times
- 24/7 processing with zero downtime
- Full automation of email triage, email routing and task creation

RESULTS:

- Improved customer experience by decreased response time
- ROI equaling 22 FTE savings
- Reduced downstream rework due to decreased errors