

CASE STUDY

VOLUME SPIKE HANDLING

INDUSTRY:

Insurance

PROJECT BACKGROUND:

A large insurance provider need to manually enter flood claims within 24hrs to the FEMA website during hurricane seasons among other natural disaster events that causes a significant backlog to their standard operating times.

CHALLENGES:

- Shortage of resources to handle the large amount of policy claims in certain disaster events
- Client maintains only 2 FTEs for monitoring of claim submissions throughout the year, but during catastrophic events, the standard manual labor was not able to handle the volume spike to manage efficiently the requirements in terms of data entry accuracy and volume handling.early notifications and incentives to end-customers to re-activate their insurance coverage

SOLUTION:

Our RPA solution architects helped customer deploy solutions that provided:

- New process workflow: Digital workers would receive a list of newly opened Flood claims. The bot would the file the same claim with the FEMA government flood website. Upon successful completion the bot would attach confirmation and update the existing work item, so the downstream process would begin
- Active cue monitoring
- Claim submission processing
- Notifications of volume spikes
- Documenting and forwarding to the next workstream
- 2-3 bots with 24hr SLAs

RESULTS:

- 100% accuracy achieved, with 10% reduction in compliance failures
- Claim process time reduction of ~2 days that resulted in higher customer satisfaction
- All flood claims processed within 24hrs
- Federal government audit prevention

