

CASE STUDY

WEB VERIFIER



INDUSTRY:

Consulting

PROJECT BACKGROUND:

A large financial consulting company provides portfolio management and policy monitoring services for their insurance clientele.

CHALLENGES:

- Manual insurance policy monitoring processes were proving to be highly inefficient
- Detection of coverage lapses were done closely prior to policy expiration, providing no room to send out early notifications and incentives to end-customers to re-activate their insurance coverage

SOLUTION:

Our RPA solution architects helped customer deploy solutions that provided:

- Fully automated real-time updates of insurance policies and force place lapsed policies
- 12 fully automated website (pulling data on all insurance vendor websites) each quarter
- Real-time dashboard of data analytics by bots
- Policies checked quarterly vs. annually
- 15-20 bots deployed (each bot catered to a different insurance carrier or policy type) with an SLA of 48hrs

RESULTS:

- \$1.7 millions in labor savings
- \$2 millions in revenue generation on force placed premium gains
- Reduction in exposure for financial institutes

