RPA for Life: Leading Life Insurance Company Enjoys Rapid ROI

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Go be great.

PROFILE ORGANIZATION

One of the nation's largest life insurance and financial services companies, with over 2500 employees and revenue in excess of 4 billion dollars.

CHALLENGE

Across the business, the company saw opportunities to turn manual, time-intensive processes with legacy systems into competitive advantages through increased efficiency, capacity, and output volume by leveraging automation. The Human Resources department had an immediate need for automation with approximately 60,000 digital employee records waiting to be uploaded and filed into an internal system. This time-consuming task would take a single person working exclusively on that backlog, over two years to complete. In addition, over one thousand new records were being generated each month. Selecting a long-term automation partner was important, and after a rigorous proof of concept evaluation with leading RPA vendors, they chose Automation Anywhere.

SOLUTION

The company is focused on the long-term digital transformation of their business processes. Automation Anywhere Enterprise platform was selected to enable their small team of dedicated resources to build and manage their Digital Workforce. Utilizing Automation Anywhere's extensive RPA toolset, the development team was able to deploy one customized bot per process to handle all of the work, end to end.

BENEFITS

$200K
Annual savings

120 hours
Per month in labor savings

2 months
To ROI

Processes Automated
- **HR record processing**
- **Physician statement orders**

Industry
Insurance

"I'm passionate about tools that drive efficiency and innovation inside our organization. Automation helps me deliver new levels of success to our stakeholders."

— Assistant Vice President, Business Automation, Leading Life Insurance Company

DETAILS

The company saw the need to transform operations where manual, time-intensive processes were occupying valuable HR time that could be utilized to focus on innovation. In a competitive industry, every opportunity to improve efficiency of operations, speed and capacity of delivery and customer experience is critical.

RPA was the clear first step in process improvement. Working with Automation Anywhere, the initial RPA project—to upload and file employee records—cleared the two and a half year backlog of work in just two months. The bot continues to process HR documents, saving over 120 hours of manual effort per month.

The next RPA project tackled the challenge of manually ordering physician statement summaries for new life insurance applications. This process required multiple teams and utilized four different systems. Automating this order process freed up the time of FTEs to focus on more value-added activities for the customer. As an added benefit, this automation allowed for quicker ordering of the summaries and better reporting for the business.

To accelerate RPA deployment to all areas of the company, while managing a growing list of candidate processes, has dedicated a small team of resources to build and manage their Digital Workforce.

THE FUTURE

This nationwide insurance company's automation team has the difficult task of prioritizing a growing list of requests for bots. In the next few months, an additional 8 processes will be automated using Automation Anywhere RPA. They are focused on accelerating bot deployment across the enterprise to achieve operational simplicity, faster delivery, and enable their workforce to focus on innovation that drives competitive advantages in this high-demand marketplace.

"Because we've been able to leverage automation and deliver tangible business benefits to our stakeholders, we have now received 60 additional requests for automations."

— Assistant Vice President, Business Automation, Leading Life Insurance Company

About Automation Anywhere
Automation Anywhere empowers people whose ideas, thought and focus make the companies they work for great. We deliver the world's most sophisticated Digital Workforce platform making work more human by automating business processes and liberating people.

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