TRICENTIS RPA

Large German Insurance Company Improves Customer Service with Tricentis RPA

One of Germany's largest insurance companies recently expanded its business into several new regions. The company now offers its full line of products through 10 different sales organizations.

Seeking to execute its increasingly complex business processes without lengthening cycle times or adding headcount, the company implemented Tricentis RPA. The company has already automated 20 manual processes, freeing up the equivalent of eight full-time employees to focus on providing faster, more attentive client service.

Background

A major German insurance company handles €8 billion in annual premiums through a complex web of business processes and sales organizations. In a fast-paced, constantly changing insurance marketplace, the only way for this growing company to remain competitive is to pursue operational excellence that will allow it to deliver products as cost-effectively as possible.

Challenges

· Full-time employees were spending too much time performing manual tasks, which hurt the company's profitability

· Expansion into new regions compelled the company to compete for customers by offering faster, more accurate service

· Business processes were becoming increasingly complex to implement and time-consuming to maintain

Solution

To optimize its most repetitive business processes and help its sales organizations offer the best possible customer experience, the company implemented Tricentis RPA.

· The company automated more than 20 processes, including complex activities that involve emailing clients and attaching PDFs

· Bots automatically interact with the company's agents to garner any human input that's needed at various stages of business processes

· Bots can also begin a process, put it on hold while a nightly batch runs, and then complete it the next day

· Non-technical users can easily create and test new business processes, then push them live with the flip of a switch

20 processes automated for faster customer service

8 FTEs freed up for more strategic tasks

ROI in **6** months