

Case Study

Insurance Workflow Automation for Auto Insurance Giant

Workflow

Client Context

A leading insurance company in the USA required automation solutions for their insurance processing and workflow in an effort to digitize their processes and improve efficiency.

Value Delivered

98%

Overall reduced error rates as a result of insurance processing automation

92%

Improvement in overall efficiency due to quicker TAT and AHT (average handling time)

87%

Improvement in employee satisfaction due to reduction of manual effort

Process Areas

Workflow

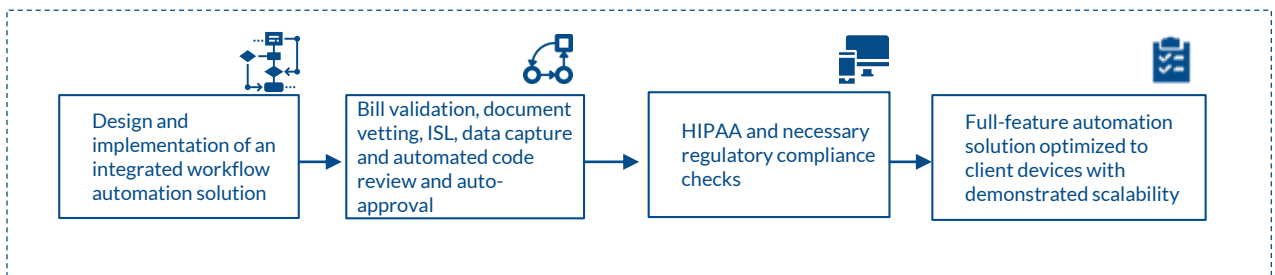
Business Challenges

- The client's current insurance processing workflow is manual which is time-consuming with less-than optimal accuracy.
- The client required a rapid solution that can not only automate and streamline the insurance workflow but also help contribute towards improved bottom line.

Solution

- An insurance workflow automation solution was designed using the EIQ platform
- The solution included bill validation, document vetting, ISL (Indexing Splitting Labelling), data capture and automated code review and subsequent approval
- The solution also included HIPAA and necessary regulatory compliance checks

End-to-end automation within EIQ



EQ Platform Overview

Low-Code, No-code Hyperautomation Enablement Platform



Process Flows

Automate enterprise workflows and create seamless customer and user journeys quickly.



Event Flows

Process and analyse events in real time to predict real-time threats and identify opportunities.



Decision Automation

Simplify complex decision logic to make accurate decisions in changing business environments.



Analytics and Reporting

Derive actionable insights for your business with robust analytics and present data in rich reports.



Mobile Apps

Create enterprise mobile applications that can work online or offline.



Data Flows

Handle structured and unstructured data with an easy drag-and-drop functionality.



Cognitive Capabilities

Embed intelligence in the handling of process and data attributes using dynamic ML models.



Enterprise Connectors

Integrate with business-critical systems quickly using pre-built and custom connectors.



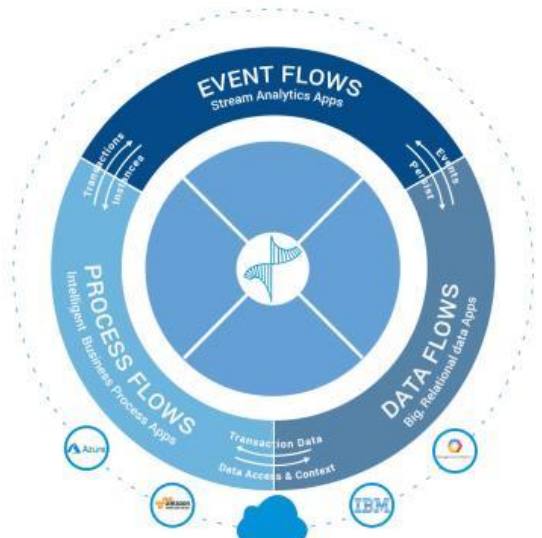
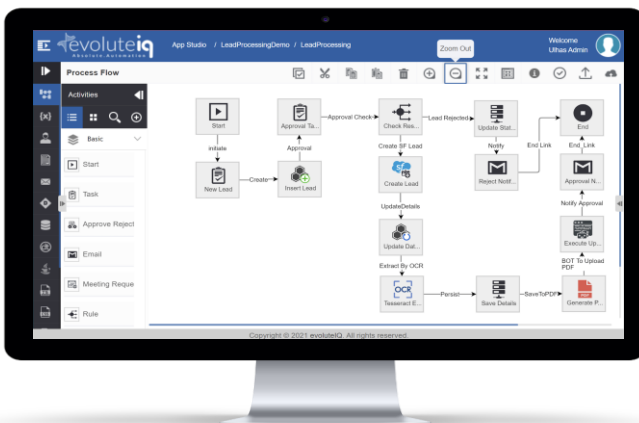
RPA

Leverage the power of non-intrusive, unified RPA



Web Apps

Create visually appealing and dynamic web applications using new or pre-built templates.





Malmskillnadsgatan 32, 111 51 Stockholm, Sweden

www.evoluteiq.com

 collaborate@evoluteiq.com

 www.linkedin.com/company/evoluteiq