

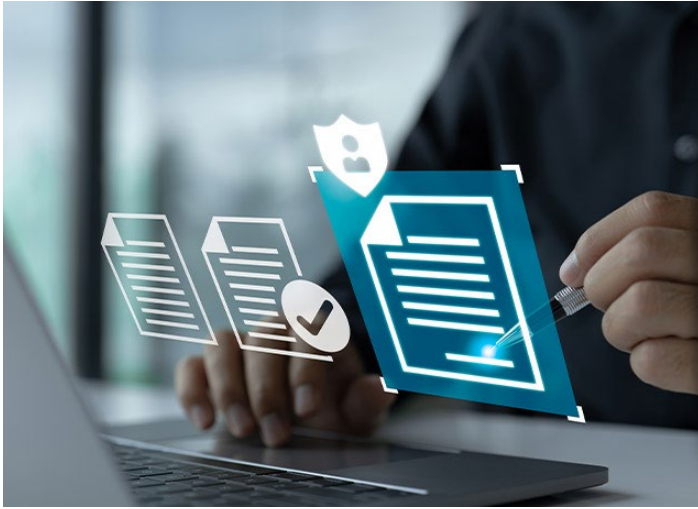


Customer Success Story

Insurance



A Leading UK Underwriting Company Implements Intelligent Automation to Overcome Traditional Process Challenges



Value Delivered

45%

Reduction in manual efforts of the Underwriter team

90%

Reduction in error rates and data integrity issues

97%

Improvement in Customer Journey cycle time



Challenge

Our client's back-office Insurance Slip processing was time-consuming, error-prone, and extended cycle times due to inadequate validation processes, impacting business efficiency.



How We Helped

- Managed monthly volume of 9,000 Aviation, Marine, & Cargo Slips ensuring streamlined workflow.
- The platform's versatile Connectors effortlessly achieved integration with legacy applications.
- "Operational Dashboards" played a pivotal role in reporting and exception-handling workflows.
- Helped configure auditing checks on random insurance slips, enhancing quality control procedures.



EIQ Features Used



Data Flows



Process Flows



Multi-channel Apps



Enterprise Connectors



Analytics and Reporting



Decision Automation

EQ Platform Overview

End-to-End Intelligent Business Automation 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.



Business Rules

Define and update business rules quickly with audit trails to identify and track changes.



RPA

Leverage the power of non-intrusive, unified RPA



Data Flows

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



ML Flows

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.



GenAI

Automate integrated text generation within process, data, or event flows using GenAI



Multi-channel Apps

Create dynamic web and mobile applications with new or pre-built templates that can work online or offline.



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