

One of the major life insurance Companies of India leverages AutomationEdge RPA to simplify the proposal creation and assessment process

The Results



10%

Reduction in cost of service



30% to 50%

Improved SLA compliance



70%

Customer Satisfaction



80%

Accuracy



The Challenge

Proposal form is the most important document for any life insurance company. The proposal form has enormous information about the insured, also the insurer offers the policy on the basis of proposal form. Earlier the process of creation and assessment of proposal was very long and manual. There were multiple steps in Elixir Application like proposal creation, new business data entry, proposal assessments and underwriting. Integrating the Workflow's with the Policy Admin system, would have required many changes in the policy admin system.



The Solution

The insurer shortlisted AutomationEdge- Robotic Process Automation solution that automatically transfers the entire proposal data entered in the workflow's to the Elixir policy admin system, similar to normal data entry process but with no human intervention. Again all the responses to the entered data in the policy admin system are passed automatically to the workflow using AutomationEdge tool.



The Benefit

- Rapid delivery of new services
- Improved customer satisfaction
- Error Reduction
- The non-intrusive integration between two systems using automation tool, saves the customization cost in the core system.