Driving smart automation in claims processing
through RPA

CASE STUDY

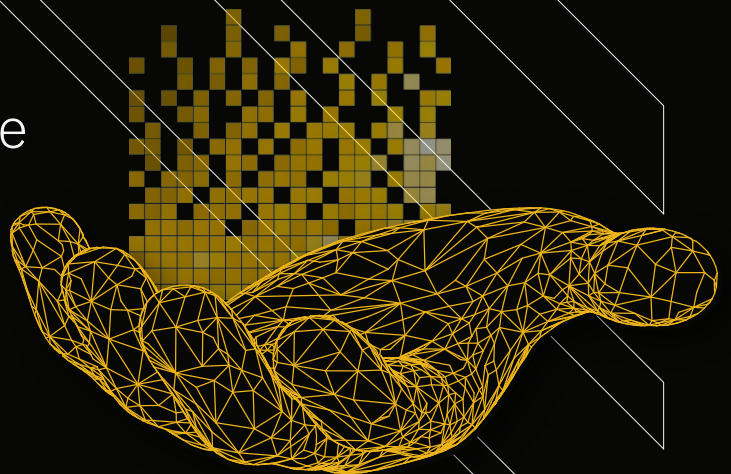### About Client
Leading life insurance
company in India

Industry
Insurance

Service
Business transformation

Business **Need**

Deliver RPA-enabled automation solution to address limitations in the existing insurance claims processes system pertaining to user experience, data integration, scalability, and reporting capabilities.

Business **Challenge**

With an aim to provide a futuristic consumer-grade service, our client – a leading life insurance company, wanted to use automation as an enabler to drive the transformation of its claims process. A systematic solution that delivered post office hour claim requests with quick turnaround time was needed to meet customer demands. Furthermore, standardizing the quality of service related to the claims experience was required. Massive documentation led to delay in customer service and increased TAT which resulted in delays in policy processing. Aggregating data from disparate sources into a single repository to tackle the single source of truth challenge was a pressing demand. The solution would also have to deal with massive volumes of documents while ensuring discoverability, and scalability.

Business **Solution**

NSEIT's team of automation experts created an RPA-enabled solution that was highly scalable and delivered outcomes with near-perfect accuracy. The idea was to automate the claims processing and do away with the associated challenges. The NSEIT team deployed cognitive bot powered by advanced OCR and ML capabilities for simplifying docket and scan management for a wide range of policy documents. It rendered the process to a data-processing bot that carried it forward through repudiation, investigator reporting, and portal status update. By building a single source of truth for all the claims-related data, the solution delivered exceptional fidelity that enhanced customer experience and consumer insights through intelligent reporting. The single repository ensured every disbursement decision was data-driven and enhanced the consistency of adjusters and examiners across multiple touchpoints. It also dealt with the increasingly large volume of critical policy documents through the automated framework that ensured quick scalability, while standardizing the quality of service across the entire process.

Tech **Stack**

AUTOMATION **ANYWHERE**

Business **Impact**

80%-90%
Increase in
client
satisfaction

80% TAT
adherence

50% resource
cost reduction

3 processes
automated

65% error
Reduction

About **NSEIT**

NSEIT Limited is a digital native technology company that engineers world-class solutions to help our global customers accelerate their digital transformation journeys. Our key service pillars are Application Modernization, Business Transformation, Data Analytics, Infrastructure &

Cloud Services, and Cybersecurity, through which we create intuitive digital experiences and tangible business impact. For over two decades, our innate drive for excellence has made us the partner of choice for global organizations. At NSEIT, we fuel digital progress.

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