

DigiPrompt RPA Solutions

Claims Processing
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The case study is intended to provide a glimpse of how RPA enabled digital solutions help deliver an artificially intelligent workforce in Insurance sector for claims data entry.

Use Case : Claims Processing
Function : Finance
Client : Insurance Client

Requirement

Our Insurance sector client is looking for a digital solution to its highly manual, time taking claims processing to deliver on the market dynamics. Today, insurance sector is competitive and needs to deliver for its customers a convenient and faster online shopping-like experience. Digital solutions that add value are being explored to achieve these complex objectives.

RPA

The continuum of technologies, RPA, replaces human effort with automations which are more efficient, reliable & consistent.

RPA is best leveraged in below scenarios:

- Processes which are transactional, high-volume and repetitive.
- Processes that involve least decision making and have structured data input.
- Processes that involve interactions b/w multiple applications without causing conflict amongst each other.
- Processes where there is a need to rapidly and economically automate data entry intensive human tasks.

Process Challenges to solve: Claims Processing

The insurance major deploys 80 FTEs for its claims processing unit. The process is highly manual, data entry intensive, minimal decision making and time-consuming.

- High volume inflow of insurance claims with unstructured text input.
- Populating data from scanned forms into downstream portal is error prone and highly dependent on human resources.
- Validations, though rule drive, are inferred from data. Hence, wrong data entry amplifies negative business impact.

DigiPrompt Solution

DigiPrompt's RPA solution automated claims data entry and validation by driving upstream standardization and leveraging digital capabilities of client's upstream and downstream applications.

- Standard claim form prepared and finalized with client
- Bot picks the input standard claim form containing details of the claimant, bank details etc.
- A smart digital solution extracts mandatory information from claims form (@100% accuracy) and bot populates the same in downstream tool.
- After performing certain validations, bot pushes the claim for manual certification and approval.

DigiPrompt RPA Solution – Business Impact

- **Productivity:** Claims Data entry **team reduced to half** vs pre-RPA strength and claim validation team **80%** eliminated.
- **Claims processing speed:** significant value generation for our customer as large amounts of data is copied / moved with ease.
- **Data accuracy:** the automated process is more reliable, auditable with significant benefits of improved accuracy.
- **Innovation:** manual and highly repetitive process automated, making employees focus on larger strategic goals and process innovation.
- **Availability:** Bots can function 24 X 7, thereby, ensuring coverage across multiple regions, improved TAT and client-customer relationship.

CONTACT US

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ABOUT DIGIPROMPT

DigiPrompt is founded by 4 bright individuals in year 2019 after spending significant number of years in automating in manufacturing, core, process and IT Industry. The experience of key execution team members encompasses automation in core industry processes, FP&A backend operations, HR, Audit, Payroll, IT and other processes that demonstrate structured input and rule based process data.

We need few RPA projects that will help us augment our credibility and expertise in this space of RPA.

Here are few numbers that define our team:-

- Bots delivered by founders - **118**
- Total years of experience of founders - **40**
- Average age of founders - **34**
- Bots in our bot store - **32**
- Client Partners Served - **2**
- RPA Platform Partners - **5**

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