

Property and Casualty Insurance Client

› CASE STUDY



Overview

Client provides specialty and standard commercial lines insurance products through our admitted and surplus lines insurance companies.

Client Challenges

- ◆ Very lengthy and non-standard processes
- ◆ Shorter window of processing
- ◆ Higher manual efforts
- ◆ High number of quality defects in the process leading to re-work
- ◆ Challenges in browsing the lengthy PDF documents resulting in high AHT
- ◆ Implementation of new platform
- ◆ Long training period due to complexity of the LOB's
- ◆ Traditional way of executing the process deliverables

Our Solutions

- ◆ Feasibility analysis performed at client's site by NIIT
- ◆ Implemented 10 BOTs covering 60% of the transaction types
- ◆ Value stream mapping done and re-engineered traditional processes
- ◆ Standardization of procedure documents
- ◆ Created Center of Excellence for executing RPA implementations

- ◆ Tableau tools suggested where applicable instead of RPA
- ◆ Confluence tool support extended to knowledge transmission
- ◆ Created a re-engineered "To Be" process maps to reduce the non-value adds
- ◆ Restructure of the staffing along with a dedicated program manager provided to client with developers at client site

Benefits Delivered

- ◆ Saved 5 FTEs worth of effort
- ◆ Efficiency improved by 70%
- ◆ TAT improved by 40%
- ◆ Cost saving of \$300k within 6 months
- ◆ Implementation of 10 BOT to reduce manual effort
- ◆ Reduced manual effort through implementation of reporting tool, scripts where bots were not required
- ◆ Quality improved to 100%+ from 95%
- ◆ Less manual intervention
- ◆ More scalable
- ◆ Accurate reports and easy monitoring of data
- ◆ Standardization of processes helped in saving significant training time and effort

For more information, contact marketing@niit-tech.com

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