

**DATAMATICS**

**INSURANCE  
SOLUTIONS**

# **BUSINESS ACCELERATORS FOR THE INSURANCE SECTOR**

Technology-enabled business transformation



The global insurance sector has undergone significant transformation over the last decade, and technology has played a key role in this growth. A key priority for insurance companies is to address challenges around regulations, expenses and creating customer-centric products and services. Towards this goal, they are taking all possible measures for deploying innovative technology to improve business processes and streamline legacy applications. This transition has helped create new methods of data collection and fraud detection, drive revenues, and comply with stringent regulatory practices. The paradigm shift achieved through

re-engineering of business models has ensured quick turnaround time while delivering quality services, operational efficiency and throughput.

Datamatics understands the needs and challenges in handling insurance processes such as data capture, underwriting, claims management, policy servicing, onboarding, KYC, etc., and has the expertise to integrate insurance back-office automation with modern technologies including Business Intelligence (BI) & Analytics, Artificial Intelligence (AI) and Machine Learning (ML).

## OFFERINGS FOR INSURANCE SECTOR

Datamatics offers **insurance solutions** and services to insurance clients globally through different delivery models and frameworks across both ITS and BPO businesses. These solutions are scalable and can be easily integrated within the client's existing technology landscape, thereby enabling them to save operational costs. Datamatics has processed over 500 million application forms and requests and has automated over 100 processes for over 10 leading insurers globally, helping them optimize their business operations and drive growth.



## BENEFITS ACHIEVED

Attain **40% improvement** in turnaround time using Robotics and AI

Achieve **30% operational cost savings** using Robotics and BI

Accomplish **20% improvement** in identifying fraudulent cases using Advanced Analytics and AI

## PROPRIETARY PRODUCTS

### DATAMATICS TruBot

TruBot is a versatile, multi-skilled bot. This virtual assistant enables automation of repetitive rule-based insurance processes, resulting in faster turnaround, improved productivity, accuracy, along with significant reduction in operational costs.

The company also has chatbots, which work on insurance websites, portals as well as on social media. When integrated with AI, they have the capability of performing a complete end-to-end business process.

### DATAMATICS TruAI

Datamatics' TruAI™ is a comprehensive Artificial Intelligence platform that enterprises use for pattern detection, text and data mining. It helps enterprises extract intelligence from high volumes of structured, unstructured, and multi-structured data from diverse sources. TruAI™ aggregates data and correlates seemingly unrelated data points to provide a bigger picture. It supports multiple languages including international and local Indian languages. It provides high performance computing that analyzes on auto-pilot or in operator-assisted mode. It uses multiple data sources, data lakes and databases to perform contextual analysis and sequence building. Some important uses are intelligence mining, email analytics, document classification, categorization & routing.

## BUSINESS ACCELERATORS

The company also offers products, which help you enhance your business operations, become more agile, and stay competitive:

### TruBI

A business intelligence, data analytics, and visualization platform

### iBPM

An intelligent business process management platform

### RTA

A robotic test automation tool

### iMobile

A mobility platform

### Genie

AI powered Document Management Solution

### iPM

Smart Workflow

## AWARDS & RECOGNITIONS

### Tatva Award

Datamatics won TATVA award by ICICI Prudential Life for three consecutive years

### Oscar Award

Datamatics won award for Outstanding Support and Consistent Achievement Recognition (OSCAR) by TATA AIA Life Insurance Company

# KEY AWARDS & RECOGNITIONS



Datamatics named as 'Leader' in IAOP 2021 Global Outsourcing 100 List of the world's best outsourcing providers



Datamatics recognised at UN Global Compact Network India Innovative Practices Award "Women at Work" 2020



TruBot recognised at Gold Stevie Award 2020 for 'Sales & Customer Service'



TruCap+ wins People's Choice Stevie Award 2020 for 'Favourite New Products'



Rail Analysis India Award 2020 & 2019 for Automated Fare Collection technology



MRSI Golden Key Award 2019 for 'Best Business Impact through Analytics'

## ABOUT DATAMATICS

Datamatics provides intelligent solutions for data-driven businesses to increase productivity and enhance the customer experience. With a complete digital approach, Datamatics portfolio spans across Information Technology Services, Business Process Management, Engineering Services and Big Data & Analytics all powered by Artificial Intelligence. It has established products in Robotic Process Automation, Intelligent

Document Processing, Business Intelligence and Automated Fare Collection. Datamatics services global customers across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has presence across 4 continents with major delivery centers in the USA, India, and Philippines. To know more about Datamatics, visit [www.datamatics.com](http://www.datamatics.com)

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