

Increased Productivity by 87.5% for Insurance Policy document creation using RPA



Client's Business Need

A leading insurance provider in India wanted to:

- Automate a highly time consuming and error-prone process for achieving higher accuracy
- Create thousands of insurance policy documents from raw data received through different channel partners for 40 different insurance products after 6.30 pm on a daily basis
- Validate, standardize, and auto-upload the data to the client's system before 11.30 pm to run a batch process for policy document creation

Insurance
Policy

Insurance



Datamatics' Solution

Datamatics conducted a detailed analysis of the client requirement and suggested a unique solution to leverage the process. The solution included the following:

- Robotic Process Automation:

- To port the raw data received from multiple sources and convert into a standard file format, perform data validation and data massaging using complex business rules to generate a common output file
- To generate a payment id by calling a webAPI so that it is accepted by the system and then place it in the common output file
- To upload the above file in the GC system to run a batch process for insurance policy document creation
- To check for exceptions and based on which to re-validate the data, generate an output file, and re-upload it to the GC system

- **Artificial Intelligence algorithms:** To read, interpret, and comprehend large amounts of multi-lingual unstructured data received from different channel partners

- **Modular approach:** To design and automate the set of 40 different insurance products in batches of 10



Business Benefits

Reduced processing time from
16-20 minutes to 2-3 minutes
per case

Improved overall
productivity of the process
by **87.5%**

Improved processing time
from **6 hours to 1 hour**

Reduced efforts worth **7 FTEs**
to **1 FTE**

Increased accuracy from
70% to 90%

Achieved qualitative delivery
of policy documents to
end-customer



About Us

Datamatics builds intelligent solutions for data-driven-businesses to improve their productivity and customer experience and services over 450 clients globally. The company portfolio spans across Information Technology Services, Business Process Management, Engineering Services and Big Data & Analytics all powered by Artificial Intelligence. Datamatics also has established products in Robotics Process Automation, Advanced Analytics, Business Intelligence, and Automated Fare Collection. Headquartered in Mumbai, the company has strong presence in the USA, Australia, Asia, Europe, and the Middle East with an employee base of 10,000 across the locations.