# Intelligent RPA to achieve Automation in policy allocation for a leading Swiss Insurer

## Client Overview:

A large Belgian subsidiary of a Swiss insurer with over 7 Billion Euros in revenue.

## Business Challenges:

- Lack of standardization of incoming documents due to multiple languages and sources
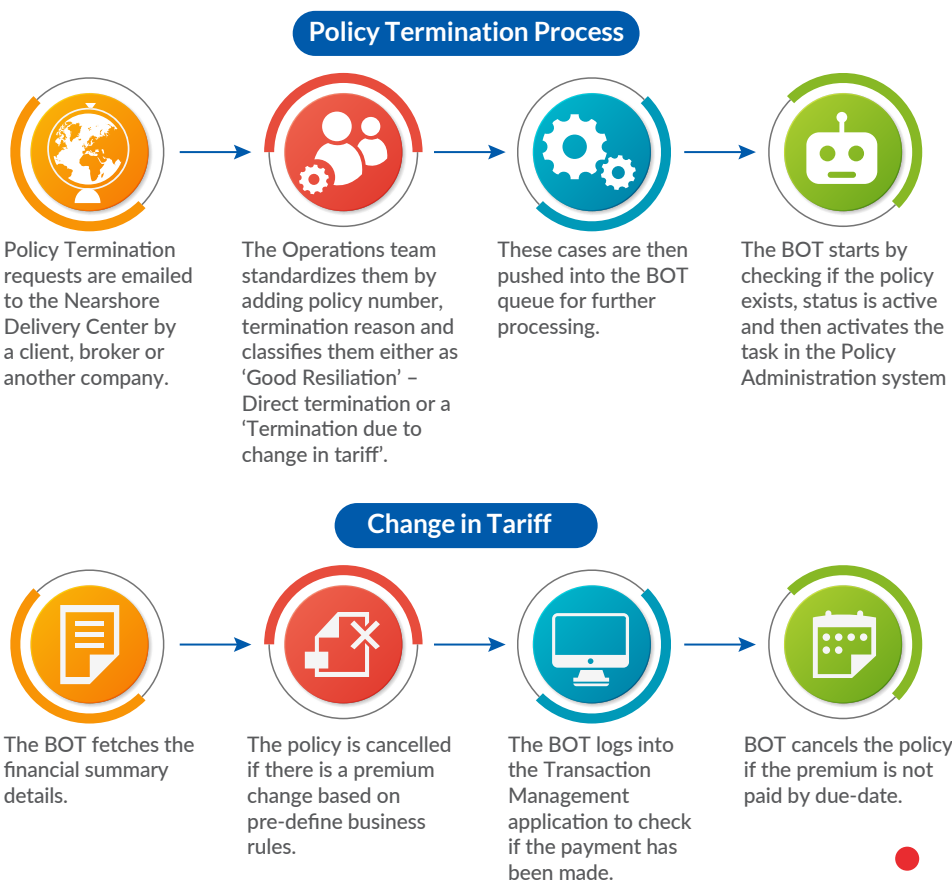- Maintaining data confidentiality and compliance

## Engagement Scope:

The scope of engagement includes end-to-end on-boarding process across 6 regions and included:

- Creation of individual policies for new joinee and pairing it with the respective group policy of Client.
- Premium calculation based on employee compensation.
- Minimization of Financial /Regulatory risk exposure.
- Adherence to GDPR compliance across the deployment cycle.

## The Hexaware Approach:

Hexaware assisted the insurance provider in its digitization journey by deploying Robotics Process Automation and Intelligent Automation solutions to achieve 100% automation in policy allocation. The journey started with a detailed assessment to identify the right processes for a pilot. The BOTS were developed and deployed at Hexaware's near-shore centres and automation was performed on client applications over CITRIX.

For transition to an automated state, 7 processes were identified across the P&C side of the business such as Broker Mandates, Claims, Salary renewals, Budget Plan, Policy Terminations, In Service and Out Service. A detailed study on one of the robotic use case Policy Termination due to tariff change is detailed below:
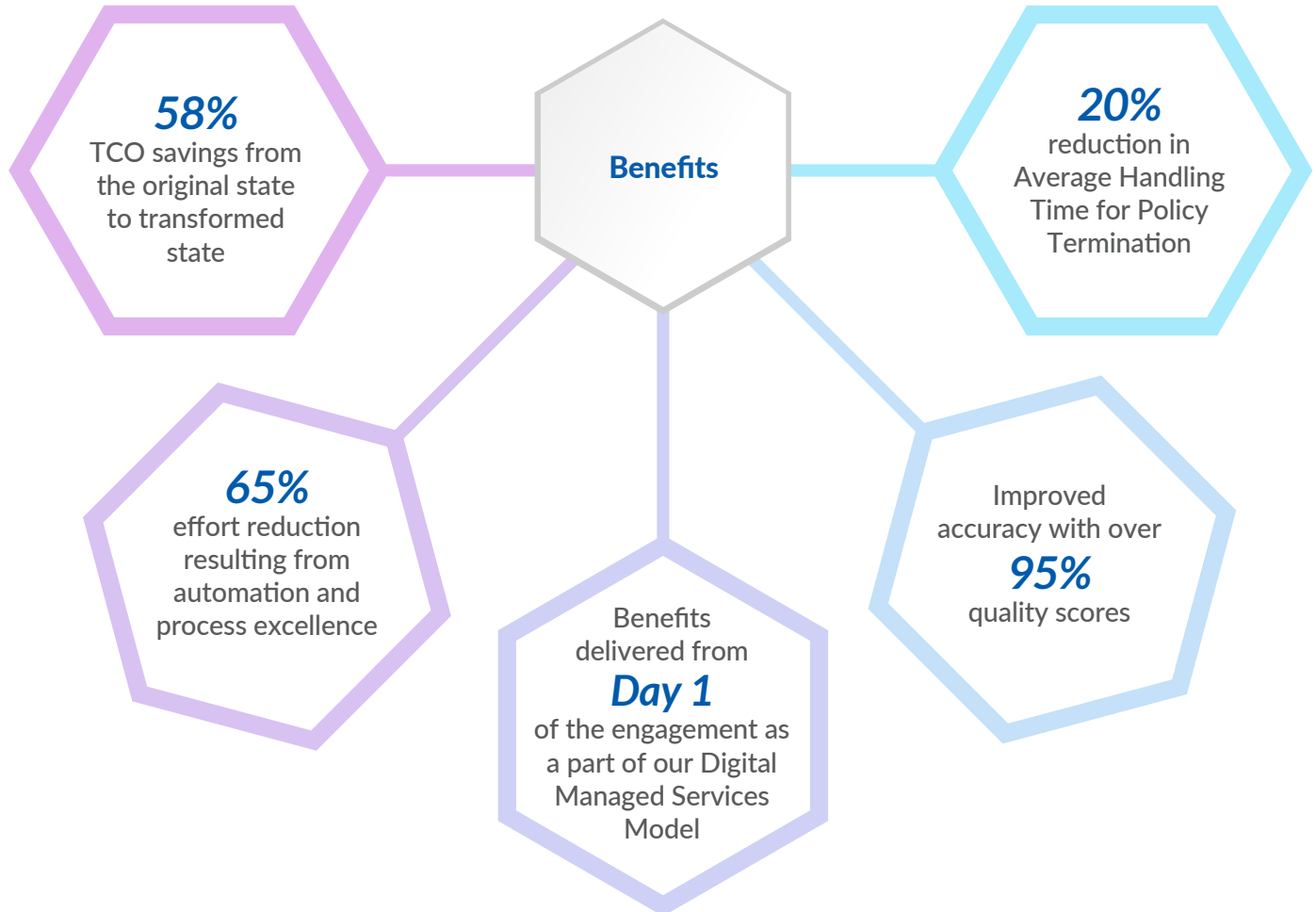
### Policy Termination Process

Policy Termination requests are emailed to the Nearshore Delivery Center by a client, broker or another company.

The Operations team standardizes them by adding policy number, termination reason and classifies them either as 'Good Resiliation' – Direct termination or a 'Termination due to change in tariff'.

These cases are then pushed into the BOT queue for further processing.

The BOT starts by checking if the policy exists, status is active and then activates the task in the Policy Administration system

### Change in Tariff

The BOT fetches the financial summary details.

The policy is cancelled if there is a premium change based on pre-define business rules.

The BOT logs into the Transaction Management application to check if the payment has been made.

BOT cancels the policy if the premium is not paid by due-date.

**To cancel the policy:**

- The robot creates a closure task and inputs the requestor details, Termination reason, and nature of resiliation, beneficiary insurer and Policy Cancellation date.
- Once the policy has been terminated, the BOT notifies the operations team.

## Solution Highlights:

**Digitization becomes the mainstay at the Insurer**

- **Image Automation:** Solution was built using surface (image) automation as all the business applications were hosted in CITRIX environment.
- **Near shore:** Services were delivered from Amsterdam in conjunction with offshore. Near-shore model was employed to ensure 100% compliance with GDPR policies.

**Benefits**

**58%**
TCO savings from the original state to transformed state

**20%**
reduction in Average Handling Time for Policy Termination

**65%**
effort reduction resulting from automation and process excellence

Improved accuracy with over
**95%**
quality scores

Benefits delivered from
*Day 1*
of the engagement as a part of our Digital Managed Services Model

## About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'AUTOMATE EVERYTHING™, CLOUDIFY EVERYTHING™, TRANSFORM CUSTOMER EXPERIENCES™.'

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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