Case Study
Insurance

Enabling Intelligent Automation CoE for a leading European Insurance Provider

About the Client

The client is one of the big-four Belgian banks, along with being a provider of insurance products. With over 700 branches in Belgium, they provide a wide range of life and non-life insurance products for all ages, sectors and businesses.

Business Need & Challenge

With nearly a decade-old relationship with the client and a great delivery track record, the client wanted us to drive automation as a strategic priority across operations. Leveraging our experience in process automation, we developed a center of excellence that has been critical in automation adoption at an enterprise-level.

Some of the challenges faced by the client were:

1. Multiple manual processes which were prone to errors
2. Lack of scalability to handle volume fluctuations
3. Multiple legacy drawn applications slowed down the process and made it more cumbersome
4. With multiple processes having fractional FTEs, employee utilization and productivity was a major challenge, laying a financial stress on the client

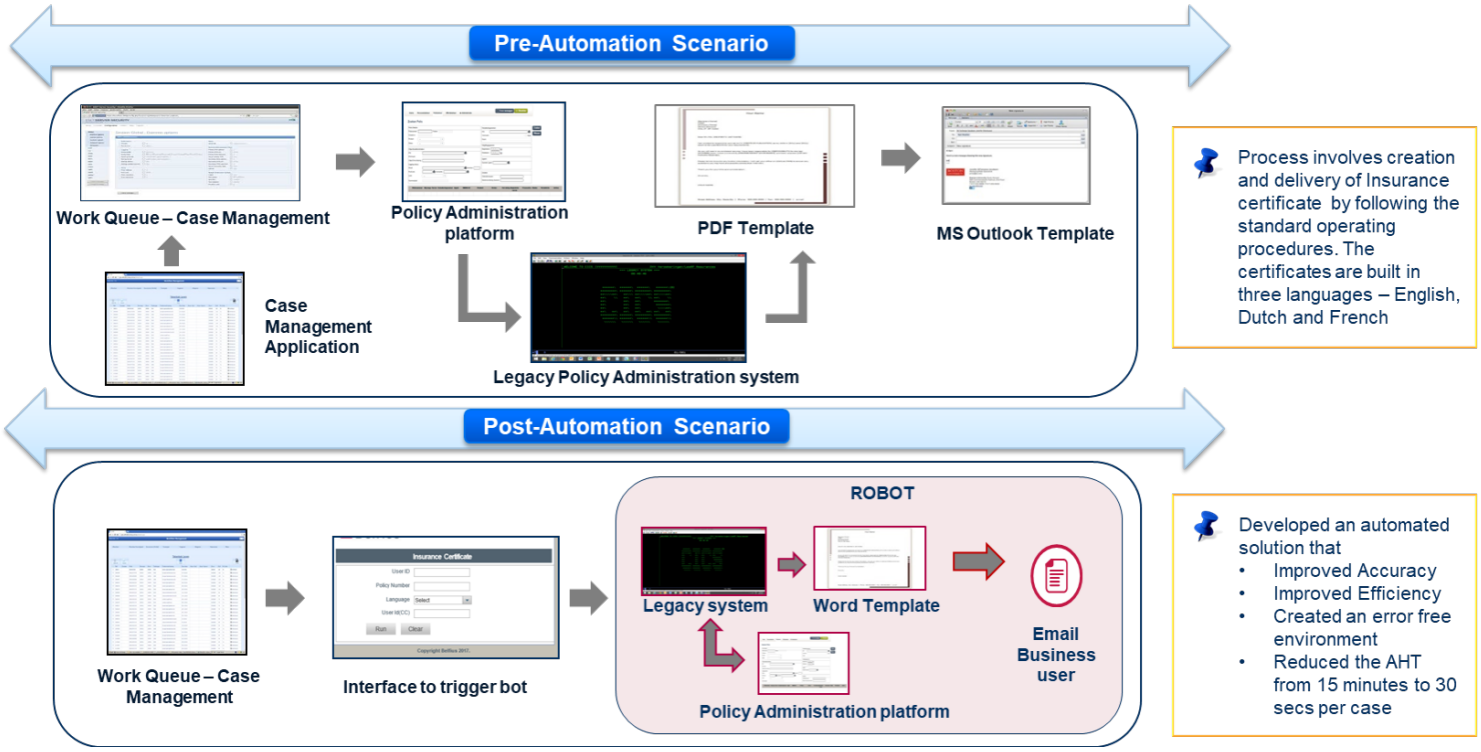
Hexaware's Solution and Approach

Hexaware's approach involved working closely with the client to understand the requirements in its entirety, and then recommending the right solution post extensive analysis. The Hexaware team set up an Automation Centre of Excellence that was tasked with putting specialized bots across the enterprise. A flexible team structure was devised that helped drive faster time-to-production for bots, consisting of an onshore-offshore model where requirement gathering took place offshore and communicated onshore to aid quick development and deployment.

One of the biggest challenge that we faced was the initial deployments that were being done on the client's legacy environment. Due to the vast potential of automation, that we showcased, the client decided to migrate the entire project to a Virtual Desktop Infrastructure (VDI). This was a massive challenge that required the best of stakeholder management and the ability to devise innovative solutions to speed-up deployment process. Working with other vendors and getting approvals from the client was challenging, yet consistent efforts from our team was critical to being able to achieve migration without any business impact.

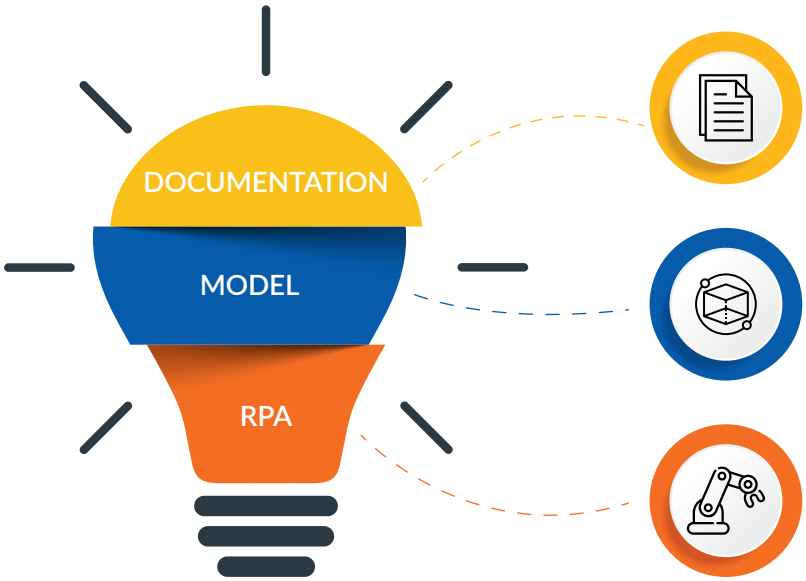
The Centre of Excellence that we setup helped assimilate the best practices and intelligence, while evangelizing to client stakeholders. We devised a system, process and controls to help drive faster, scalable and sustainable deployments, while ensuring zero compromise on information security and compliance.

One process that was successfully automated was the generation and delivery of insurance certificate.



Currently, we are the sole automation partner of choice for the customer with 14 bots live and 15 in the pipeline.

Key Solutions and Highlights



Creation of extensive process documentation along with process manuals

Onshore-offshore model to enable seamless delivery with cost benefits delivered

Automation deployed across 11 processes such as insurance certificate generation and workers' compensation

Benefits

Delivered **100%** process standardization and automation for clients

Reduced processing time by **96%**

Process quality scores stood at **98.9%**

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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Safe Harbor Statement
Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.

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