

Insurance Surrender Quote And Payout Gets Digital

for a Leading Insurance company

Benefits of AutomationEdge



10 FTE's
Cost Saving



2 Days
For customer payout
(V/S earlier 7 days)



3 Min
Over the counter quote
generation
(v/s earlier 3 days of wait)



99.99%
Volume processing on time
with 100% accuracy

Challenges

Complex quotation and payout process for insurance policy surrender



8 processes, complex process ,
different applications and
AS/400 system involved



Financial data with zero
tolerance for errors
due to regulatory requirements



Turnaround time to the customers
needed significant improvement to
support digital initiatives

Solution



AutomationEdge Robotic Process Automation platform -
automatic processing of quotes and payouts

Things Automated



CRM to core insurance
administration application – end to
end automation of data entry



Calculations, validations,
business rules and
scheduling



Extend automated interface
to branch staff through
self service