



Markerstudy: AI platform reduces over 40% of dedicated hours



Our AI-automated platform makes document processing simple, secure, and accurate. Markerstudy shared their experience using our intelligent automation platform, and how our AI not only reduced hours dedicated to document processing, but allowed them to repurpose those hours to maximize future ROIs.

8.5 min

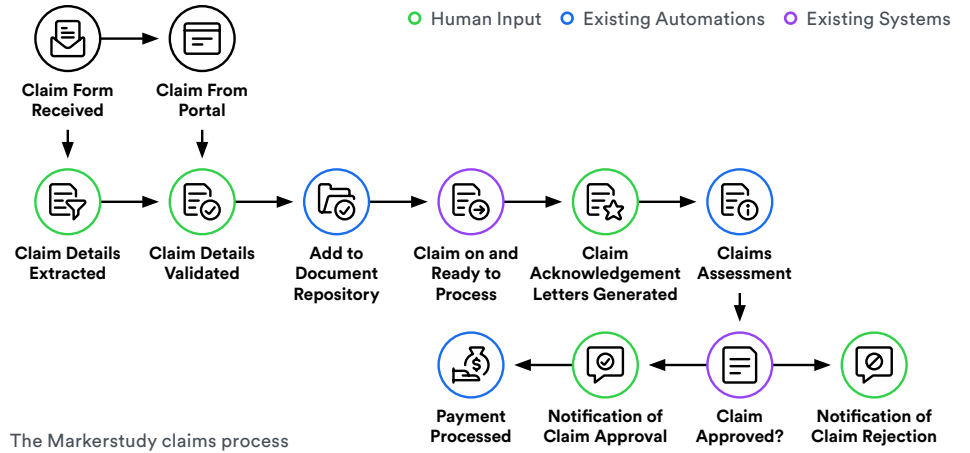
Processing one claim form took each employee approximately 8.5 minutes.

The problem

Markerstudy's pet insurance department with only 20 employees at the time processed 450 claims a day, but each claim took an average of 8.5 minutes to review and update. Markerstudy understood the limitations of decade-old automation platforms still using robots or templates unable to process unstructured data, so they required a solution with a higher degree of self-sufficiency.

Below are Automation Hero's target objectives:

- Reduce document processing time
- Allow processing of unstructured and semi-structured data (species, stamps, handwriting, or image...)
- Streamline claims processing (i.e, platform doesn't require constant input from data scientists.)



The solution

Markerstudy continues to be a valuable customer as we continually help them reduce time spent on document processing and improve ROI.

Automation Hero introduced an end-to-end platform that halved their overly complex 10-step process down to 5. Our intelligent document processing platform uses advanced features like OCR (optical character recognition) and NLP (natural language processing) to read, understand, and classify data. Before the information reached any human eye the AI ensured that all information reached over 90% accuracy and relevance.

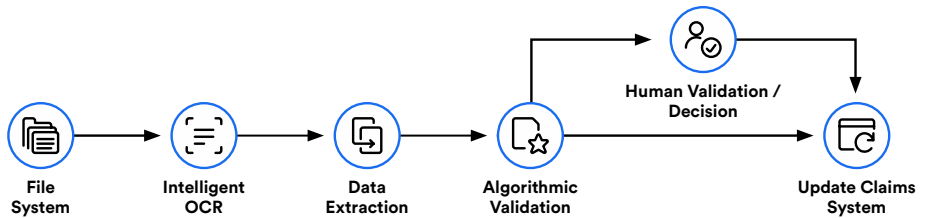
→ 2.5 min per document review

71% reduction achieved

→ Developmental strategy optimized

44% of hrs dedicated to document review repurposed.

→ Processing all documents



How it works

- 1 Upload any needed form(s)
- 2 Form(s) automatically scanned and stored
- 3 Form(s) automatically reviewed for accuracy of data
- 3a Human-in-the-loop (Provides an opportunity of review for sensitive, flagged, or compliance document(s))
- 4 Form(s) automatically entered into asset registers and other form management systems
- 5 Form(s) distributed via system(s) or flagging personnel