



# Anonymous: Reducing insurance document processing by 80%

A multinational insurance company confronted with heavy unstructured and semi-structured data loads still manually processed their documents. Automation Hero stepped in to provide an opportunity for it to experience the incredible results of AI in insurance. Our intelligent document processing platform reduced processing time by 80% and manual errors by 75%.

## The Problem

Like many others in the insurance industry, this company had an existing document processing model underperforming due to a crippling inability to collect unstructured and semi-structured data from its documents. As a result, it caused negative customer experiences, especially when handling or preventing customer cancellations. However, that being the case did provide the ideal use case to leverage the benefits of implementing AI in insurance processes.

To improve the customer's journey as they request and receive information, we identified these areas and documents as focus points to optimize the delivery process:

### Daily processes

- Handling of requests
- Reduce response & user error rate with automated extraction
- Classifying and routing
- Review

### Documents containing unstructured or semi-structured data

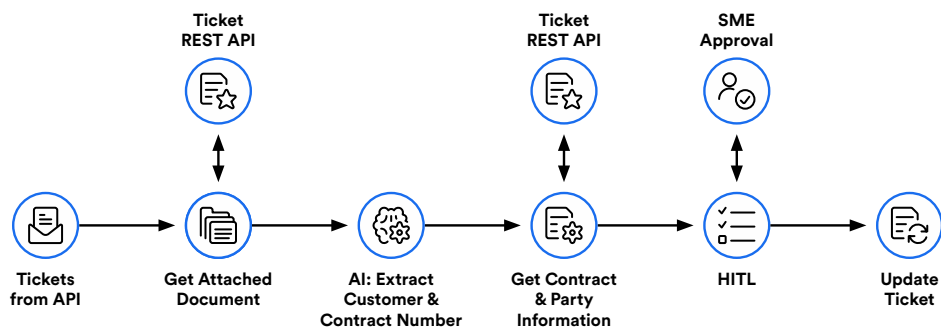
- Letters of cancellation
- IDs
- Email

## The Solution

Automation Hero's end-to-end platform saved the day with custom AI models designed to handle all company-specific needs. Today, it processes data 80% faster, with 75% of manual errors diminished. This is due to the advanced optical character recognition (OCR) and natural language processing (NLP) capabilities installed in the platform, giving the AI the power to understand and classify data. In this case, all documents required manual review by a designated human or department after processing and classification. But that did not hinder our Ai-driven platform from lowering manual tasks from 10-minutes down to 2-minutes per employee.

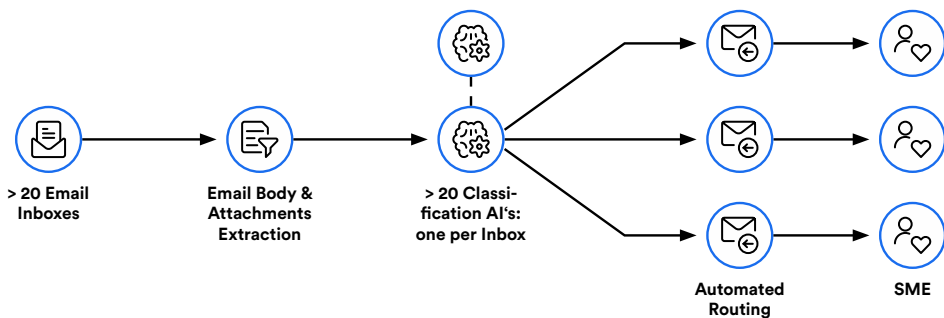
After the success of the first custom workflow, our company extended the platform to email processing, containing information from letters of cancellation, IDs, and more. See the images below for a view of the processes.

### Contract Cancellation



- Immediate handling of requests due to direct integration into IT landscape (Ticket API)
- Increase speed of customer cancellation handling & better customer experience when cancellation can be prevented by agent
- Reduced manual effort for agents because of automated extraction AI and automated data enrichment through API integration
- Automated routing into different HITL buckets for different types of requests -> convenient & efficient review process for agents

### Email Routing

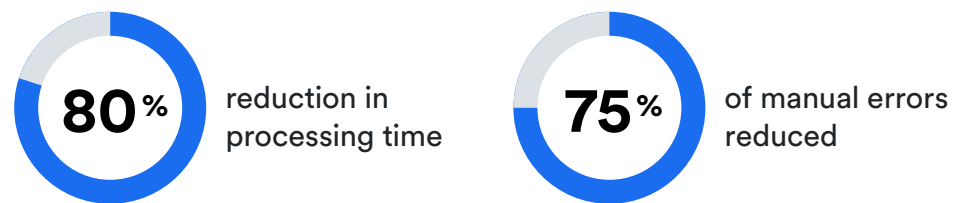


- Rapid agile self service training of dozens of classification AI models
- Simple deployment of many AI models and quick iterations on accuracy improvement
- Automated extraction of email body text and text from attached documents (AI-OCR)
- Automated email understanding and routing -> time savings & better customer experience

## How it works

- 1 Integrate into any IT operation or Upload any needed document(s)
- 2 Documents(s) automatically scanned and stored
- 3 Documents(s) are automatically reviewed for accuracy based on company-specifics.
- 3a Human-in-the-loop (Provides an opportunity to review for sensitive, flagged, or compliance document(s))
- 4 Document(s) automatically entered into asset registers and other form management systems.
- 5 Documents(s) distributed via system(s) or to review personnel(s)

## The Benefits



It's a team effort—AI in insurance isn't just about reducing processing time and user-error rate but investing in improving processes to maximize accuracy and, ultimately, customer experience. Automation Hero continues to be the best solution to optimize any document processing workflow.