As COVID-19 continues to spread across the globe, causing widespread anxiety and disruption to organizations, Property and Casualty (P&C) Insurance companies are directly impacted. P&C Insurers are expected to incur insurance underwriting losses as a result of the outbreak. Logistical challenges will disrupt the processes around client service, claims management and customer acquisition. Besides, the investment income will be affected by equity and bond market volatility.

About a million claims submission requests arrive at the Insurers' inboxes annually, and this number is only set to increase post COVID-19. Claims handling is a complex process, that is being done manually by most Insurers today. Is there a way in which we can ensure a seamless claims resolution process to streamline insurance operations and improve customer experience?

Embracing Automation for Claims Management
Zensar and Automation Anywhere solution

Zensar is a Global Platinum partner with Automation Anywhere. Our “Intelligent Process Automation” expertise in partnership with Automation Anywhere brings a unique combination of our deep insurance industry expertise and technology enablers such as Workflow Orchestration along with Automation Anywhere’s industry leading Digital Workforce platform. Our solutions not only help eliminate repetitive, manual, data-intensive activities, but also free up human capital to perform more value added tasks.

Automation Anywhere and Zensar are working together to empower businesses to realize their full potential by improving human productivity with automated business processes. Using the intelligent Robotics Process Automation (RPA) platform from Automation Anywhere, enterprises can accelerate efficiency, increase profitability and supercharge innovation.

Automated Claims First Notice of Loss (FNOL)

Zensar has developed a bot on the Automation Anywhere RPA platform which streamlines the intake of data to setup a claim in an insurer’s proprietary claims system or on industry core processing applications such as Guidewire.

Automation Anywhere bot reads emails and extracts the content. Advances in Natural Language Processing (NLP) make it possible for AI solutions to read the conversational style of emails and extract the relevant information. The data is then automatically input into the claims system which reduces the amount of manual work needed to update the claim file by over 70%.

Managing the requests and the time spent by operations teams reviewing, processing, and responding to them in a quick session with the bot results in a 70-80 % reduction in Average Handling Time (AHT). The diagram below illustrates steps in the end-to-end process which could be automated to streamline the claims’ lifecycle.
First Notice of Loss attached? (FNOL.pdf)

- Yes: New claim creation and submission
  - Yes: Coverage confirmed?
    - Yes: Assign adjuster
      - Email claim acknowledgement to Agent
    - No: Decline Claim in CC
      - Email declination of claim to Agent
  - No: Refer email to Claims Rep for review

- No: Policy number found in cc?
  - Yes: Retrieve email from designated mailbox
  - No: No No No Yes Yes Yes
How will this solution help insurers?

This solution has twofold benefits for insurance companies. During periods of elevated claims volume, as experienced during the COVID-19 pandemic, automation dramatically increases workforce capacity to handle claims in a timely, accurate and efficient manner.

In addition, bot can be used to triage and assign claims, ensuring that the most complex claims are handled by adjusters whereas the simpler claim activities could be resolved on an automated platform.

The key business benefits to Insurers is summarized below:

**Cycle Time**
Reduction of claims processing from **15** mins to **4** mins

**Productivity and Cost**
About **70%** increase in the number of claims processed

**Capacity**
Free up critical adjuster resources to focus on the most complex claims

**Customer Experience**
Reduction in waiting time and immediate acknowledgement of claims submission and processing at every stage

Zensar is committed to working with our customers and investing in the development of solutions that you can implement today to prepare for the future.

**Watch our demo video to learn more about this solution.**

**Talk to our P&C Insurance experts today!**

**Abbasi Ujjainwala**, AVP and Global Head, Guidewire Practice  
**Rajesh Mohandas**, AVP and Head, Automation Practice  
**Nagulmeera Shaik**, Solution Lead, Automation Practice  
**Peeyush Upadhyay**, Director, Strategic Partnerships, Automation Anywhere
About Automation Anywhere

Automation Anywhere is the leader in Robotic Process Automation (RPA), the platform on which more organizations build world-class Intelligent Digital Workforces. Automation Anywhere’s enterprise-grade platform uses software bots that work side by side with people to do much of the repetitive work in many industries. It combines sophisticated RPA, cognitive and embedded analytics technologies. More than 3,500 customer entities and 1,900 enterprise brands use this AI-enabled solution to manage and scale business processes faster, with near-zero error rates, while dramatically reducing operational costs. Automation Anywhere provides automation technology to leading financial services, insurance, healthcare, technology, manufacturing, telecom, and logistics companies globally.

About Zensar Technologies

Zensar Technologies is a leading digital solutions and technology services company that specializes in partnering with global organizations across industries on their Digital Transformation journey. A technology partner of choice, backed by a strong track record of innovation, credible investment in Digital solutions, and unwavering commitment to client success. Zensar’s comprehensive range of digital and technology services and solutions enables its clients to achieve new thresholds of business performance. Zensar, with its experience in delivering excellence and superior client satisfaction through myriad of technology solutions, is uniquely positioned to help its clients surpass challenges they face running their existing business most efficiently, helping in their legacy transformation, and planning for business expansion and growth through innovative and digital ways.

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