



RPA Case Studies

[CampTek Software](#) is a unique RPA Partner in that we have the background to develop and support any RPA Process. We can be a Trusted Advisor in your RPA journey. In addition, we offer Hosted Support and Bot Support for the processes that are in production.

Insurance Industry Use Case examples

Challenge: Recovery from third-party insurers

An insurance company's claims department faced a frustrating manual process for recovering reimbursements from third-party insurers. The process was expensive and had weak control mechanisms.

Solution:

The Robot undertook reconciliations between the disparate systems. It generated chase letters as per defined dunning process and sent automatic emails to defrauders. The bot also performed cash applications in the case of received payments, then followed up by deploying a predefined report of the outstanding matters on a weekly basis.

Results:

- Faster recoveries
- Increased cash flow
- Low expense ratio
- Reduced cycle time

Challenge: Vendor payments by property insurer

The company's claims unit had challenges in releasing vendor payments within agreed service-level agreements (SLAs). The process was operating in a dual-shore environment, which added to the complexity of the operation. The company identified the process as a major contributor to vendor attrition and customer dissatisfaction.

Solution:

After a vendor invoice was received, the bot validated the eligibility of the claim against each line item of the invoice. Each item was audited against a predefined validation process and exceptions were auto-routed, and part payments were released and the vendor e-notified. Once approved, the balance payments were released.

Results:

- Improved service levels by converting to a 24 x 7 operation
- 50% reduction in operational costs
- 70% increase in productivity
- Reduced customer complaints

Challenge: Credit limit request underwriting

The company was struggling with their process for underwriting credit limit requests. The work required significant repetitive manual processing and a high cost of operation. Underwriters were manually collecting data from more than 20 screens and external sources before assessing the information.

Solution:

The Robot automatically collected, assembled and presented data on a dashboard for the underwriter to assess. This dropped the cycle and processing time, allowing the underwriter to focus on high-value customer interactions. The automation also improved the quality of decisions and provided consistent validation and audit trails of the underwriting data.

Results:

- Processing time dropped from 4-8 minutes to 2-11 minutes
- 40-50% reduction in cycle time
- 900 cases automated daily
- 440 hours per month saved

Challenge: Importing and Exporting from statements of account

The Insurance company's process for exporting and importing information from statements of account was cumbersome and slow. Employees had to manually process 50 transactions per day, every day, which took them about 10 minutes each time. The department used Excel, DATEV, and SAP on desktop to process the information.

RPA Solution:

The automation was built to handle the process by exporting the accounts' statements from DATEV to the SAP system. This not only allowed employees time to focus on more meaningful tasks but also created a faster, more accurate response time to queries.

Results:

- Implemented in 3 weeks
- ROI in 3 months
- 0% error rate
- 85% reduction in Process time

Challenge: Comparing financial reports

At the end of each quarter employees at a large insurance company had to compare current and historical financial reports. The process entailed printing the documents and manually comparing them line by line, wasting time and energy for hundreds of reports. This manual process took an average of 20 minutes per document.

Solution:

The Robot was designed and built to compare the reports based on predefined business rules. The automation extracted the data directly from the PDF's and validated all fields and numbers before generating a summary report.

Results:

- Average handling time per report was reduced from 20 minutes to 2 minutes
- 100% accuracy in report comparison

Challenge: New Hire OnBoarding

An Insurance company's full manual process for onboarding new hires and entering updates to enterprise resource planning (ERP) required a lot of data to be entered to complete the new hire process. The existing workflow was time-consuming, error-prone, and required significant reworking.

Solution:

The automation automatically managed the new hire update in the ERP and read the details from Sharepoint, validated multiple fields and entered them back into different SAP screens.

Results:

- Significant productivity gains
- Reduced manual effort
- Decreased error rates

Challenge: Claims management and reconciliation

As a leading global reinsurer, the company faced challenges across claims and reconciliation areas. The business processes were high-volume, low-value, error-prone manual checks and high-risk exposure tasks that needed increased accuracy or adaptability to process field values in multiple formats.

Solution:

The Bots were implemented and performing tasks related to claimant screening, financial reconciliation, competency management, claims, expense clearing, document triage and claims creating and updated.

Results:

- 40-50% throughput increase
- More than 49 full-time employees saved
- Error elimination
- Substantial reduction of wrongful claims

To review RPA bots created by CampTek Software:

<https://www.campteksoftware.com/rpademo>