

# Automation of Back Office Operations with RPA



## Automation helps a Leading Insurer cut costs by 50% with automation of back office operations using RPA technology.

### About the Client

The client is one among the top 10 global insurers with operations in three core business segments.

### Business Background

The client's division in North America handles property insurance for global customers assessing risk exposure and valuing the properties to determine the premium.

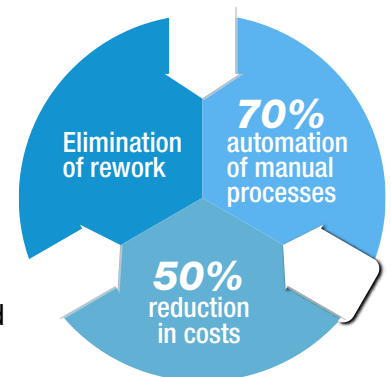
A typical scenario would involve the client's underwriter sending individual tasks to the back office team for completion. This manual process involves reviewing the locations of the insured corporation, assessing the risk exposure and finally feeding these data points into the client systems to perform pre-policy setup tasks in-order to calculate the accurate premium and risk covers for insured customer.

The back office processes on property rating and preparation is a long drawn process with significant costs incurred by the client and with SLA misses and quality/accuracy concerns.

### Business Challenges

The process is replete with repetitive work-steps involving manually validating hundreds of locations per policy request, going through several formats of input documents sent by underwriters and browsing across several web and windows based applications for reference. While SLAs are endeavored, the process results in

- Frequent rework – on exceptions thrown by core application and on cases referred back by underwriter
- Non-adherence to SLAs, and not meeting customer requirements
- Non-standard process steps with tenured agents skipping certain steps and fresher agents failing to adhere to operating procedures
- Staffing challenges due to unscheduled FTE issues and spikes in volume of requests



## Mphasis Solution

### Transformation through Automation

Mphasis is implementing the automation solution using Blue Prism robotic process automation software. The automation solution enables a human-like processing of the cases in a non-invasive manner without changing the client's core systems – by the virtual robots hosted in the client's datacenter.

With 50% of FTEs replaced with robots, the associates perform the specific manual tasks (verifications, dealing with handwritten inputs, etc), and hand it over to the robot to finish the processing.

## Business Benefits

Mphasis transformational approach to this automation helps achieve reduction in process steps, simplifies the procedure for greater efficiency. Around 70% of the manual steps are automated resulting in:

- Elimination of rework due to human mistakes in pre-transformation state
- Standardization of operation steps
- 50% reduction in FTE
- Reduction of issues around scheduling
- Ability to handle volume spikes

## About Mphasis

Mphasis is a global Technology Services and Solutions company specializing in the areas of Digital and Governance, Risk & Compliance. Our solution focus and superior human capital propels our partnership with large enterprise customers in their Digital Transformation journeys and with global financial institutions in the conception and execution of their Governance, Risk and Compliance Strategies. We focus on next generation technologies for differentiated solutions delivering optimized operations for clients.

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