

RPA Solutions for General Insurance Client using Conventional Automation Tools

Assuring effective Business Operations

Client Overview

One of the leading public sector Banking organization in India, who started its own General Insurance division. They offer insurance products and services to their retail and corporate customers. They have good corporate tie-ups, through which their 80% of motor line of business is taken care of.

The Growing Challenges

Our client was seeking solutions for addressing their growing concerns in their insurance processes and operations. Their SLA driven business model was severely impacted, resulting in higher OPEX, due to lack of automation. The below set of cases were the primary reasons for their growing concerns

- **Case 1:** Highly time-consuming and manually driven process, led to slower turnaround for issuing insurance policies.
- **Case 2:** Client's data uniformity goals with their corporate tie-ups, were delayed due to internal approvals for 2 years. These were aimed by integrating 4 different applications. Many enhancements made towards these applications, were not utilized.
- **Case 3:** A Government driven claim settlement program, for 14,000 farmers required "KYC updates". Feeding these updates manually, was a stiff target within the assigned 20 days. Additionally, their core system was not well-equipped to handle such a load during peak business hours.
- **Case 4:** Government's GST (Goods & Services Tax) initiative, required system enhancements. Around 8000 insurance agents, needed to update GSTIN (Goods & Services Tax Identification Number). This initiative stood against a war footing of getting it completed within 4 working days.

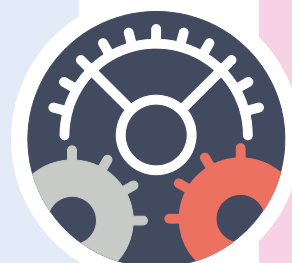
Automating these above processes was seen as the key solution, for speeding up their project deliveries. They selected Maveric, for their in-depth expertise and robust capabilities in resolving similar cases.

Maveric Approach

Being specialized in quality engineering and process automation, Maveric identified the gaps which needed immediate attention. Our solution consultants devised a 2 stage approach, which brings the forces of traditional test automation and RPA led innovation as listed below

Stage 1

Maveric started customizing the existing test automation assets, so that it could be used by the operations teams who have less exposure in automation.



Stage 2

Then in the second stage, Maveric proposed organizational frameworks & RPA solutions

Each of the cases were dealt with the below solution strategy

- **Case 1: Test Automation** – Maveric suggested to use its existing test automation policy issuance regression pack, to issue policies for their corporate tie-ups rather than developing a new policy issuance utility. The test automation regression pack was soon converted into policy issuing utility with little effort spent in modifying the scripts
- **Case 2: Process Simplification** -By analyzing the 4 business applications, our automation experts built a simple standalone data normalization utility which served the purpose. Processing time was significantly reduced with this new solution, which was built in just 30 working days.
- **Case 3: API Framework** - KYC updates were made for farmers, using API calls instead of traditional UI based process. Few minor tweaks were made in the production environment and our proprietary API framework was put to use. The execution of the scripts were scheduled during non-business hours, as per client's requirement.
- **Case 4: Re-usability** - GST details of the agents were similar to KYC details of farmers, so the same scripts developed for KYC update, was reused in updating GST Identification numbers of agents. The only challenge faced here was handling the web services of Oracle Financials system

Benefits across the cases



Case 1: 4.5X cycle time reduction (from 45 min to 10 min) using test automation for issuing policies. This also helped, the client in reducing the effort spent in designing new RPA solution as the proposed solution was extracted from existing automation assets



Case 2 Data uniformity goals were achieved with corporate tie-ups, without any application modifications. 80% of the motor policies issued by our client, is still utilizing the same solution till date. This also resulted in better SLA adherence.



Case 3: 99% effort reduction in the KYC update process, which took 3 working days instead of the earlier estimated 580 man days by the client, for 14,000 farmers.



Case 4 Saved substantial license costs from procuring any alternate API tools. Also, there wasn't any compromise made towards open source platforms. With reusable framework, additional efforts were saved in building new solutions. Legal complexities were reduced and GST identification number was updated within a day. The same solution was replicated across their different branches.

ABOUT MAVERIC

Started in 2000, Maveric Systems helps global banking and fintech leaders drive business agility through effective integration of development, operations and quality engineering initiatives. Our strong banking domain competency combined with expertise across legacy and new age technology landscapes makes us a preferred partner for customers worldwide.

We offer Product Implementation, Integration and Quality Engineering services across Digital platforms, Banking solutions and Regulatory systems. Our insight led engagement approach helps our clients quickly adapt to dynamic technology and competitive landscapes with a sharp focus on quality.

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