



**ROBOTIC & COGNITIVE
AUTOMATION FOR
THE INSURANCE INDUSTRY**

OVERVIEW

Robotic Process Automation is redefining business processes in the insurance industry. Software bots are capable of performing mundane, high-volume jobs at a faster pace than their human counterparts.

Functions such as policy and claims processing are fitting candidates for robot-led automation. Key processes such as policy issuance, policy servicing, reporting, claims management, finance, and tax planning can be exposed to a greater level of automation. This would free up resources to focus on higher value activities such as product development, marketing, sales, and new customer acquisition.

When combined with advanced analytics, machine learning, and similar cognitive technologies, software robots can be empowered to perform complex tasks requiring a high level of judgment and accuracy.

QBurst develops, implements, and customizes industry specific RPA solutions. With rich experience in developing cognitive technology solutions, we are well equipped to implement intelligent automation solutions for your enterprise.

RPA SERVICES AT QBURST

- ◆ RPA strategy consulting
- ◆ Identifying opportunities for automation
- ◆ Business case development
- ◆ Governance and production rollout
- ◆ RPA service management
- ◆ Iterations and continuous improvements
- ◆ Reporting insights and automation
- ◆ Data extraction and enrichment
- ◆ Big data analytics and cognitive computing
- ◆ Business Process Optimization

With experience in popular platforms such as UiPath, Blue Prism, and Jiffy.ai, our globally experienced team has proven capabilities in optimizing business processes across industries.

IMPLEMENTATION PROCESS

- 01 | Determine scope**
(Start small before rolling out at scale)
- 02 | Identify areas for automation**
(Where automation can deliver tangible benefits)
- 03 | Calculate baseline operational costs**
(Measure operational efficiency and savings)
- 04 | Process mapping**
(Observe and map processes in detail)
- 05 | Standardize manual workflows**
(Ensure efficient rollout to scale)
- 06 | Commence pilot**
(Implement incrementally)

USE CASES



Claims processing



Policy servicing



Regulatory compliance



Form registration



Cancellations



Customer onboarding



Underwriting and pricing



Data entry



Customer complaints

SUCCESS STORY

Client

A leading US-based government services company

Business Challenge

The client required a solution that would automate document-centric workflows involved in new application processing.

Solution

The solution uses image processing and machine learning techniques to recognize handwritten data from forms. Image classification was implemented using deep learning techniques. Deep learning models create an abstract representation of data and automatically extract features to yield higher accuracy as the network grows deeper.

Engagement Highlights and Benefits

- Optical Character Recognition (OCR) to fetch data from scanned copies of driver's license and social security cards
- Intelligent Character Recognition (ICR) that uses AI for handwriting recognition
- Convolution neural network used for Deep Learning
- 57% benefits on total FTE span
- Achieved 84% accuracy for forms with good quality images and 72% for low quality scans
- Processing time reduced by 30-40% for each request

WHY QBURST

- ◆ Expertise in leading RPA platforms such as UiPath, Blue Prism, Jiffy.ai, and a range of complementary technologies
- ◆ Strong AI/ML capabilities – NLP, computer vision, chatbots, OCR, document extraction, classification, and handwriting recognition
- ◆ Capability to implement RPA that works with Citrix/remote access using computer vision
- ◆ Agile approach to project delivery
- ◆ Ability to scale to 100s of bots
- ◆ Expertise in enterprise security
- ◆ Continuous monitoring after deployment to production
- ◆ Cloud skills for centralized implementation
- ◆ Competitive pricing
- ◆ Strong capabilities in pragmatic risk and compliance management



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