95% reduction in manual QC using automation for an Insurance broker

1 Customer

2 Business Situation

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Customer
1. California based Insurance broker

Business Situation
1. Manual comparison of data between ACORD application, Quote, Binder and Policy is a time-intensive process
2. Reviews are performed only on 20% of the population
3. Challenge to achieve expected quality and turn time

Solutioning
1. Any data differences between the ACORD application, Quote, Binder, and policy constitute a critical compliance error
2. An increase in the sample size would result in substantial increase in cost
3. Not completing the policy audit results in non-identification of potential defects.

Execution
The Copasys® solution
1. Accessed readily available data from client systems and implemented OCR tools for data extraction
2. Configured rules in the application as per different business scenarios to meet testing objectives of the process
3. Validated and deployed the automated solution in client's production environment
4. Application performs an automated review of policies against pre-defined rules. Any exceptions which require manual review were sent to the team.
5. Review team took actions only on exceptions

Value Delivered
1. Increased efficiency by eliminating manual steps in workflow management.
2. 100% QC Coverage
3. 100% accuracy on all automated tests
4. Reduced manual review by 95%.
5. Reduced cost of QC by 2 times