

Possibilities Unlimited

American healthcare insurer expands the scope of automation and increases ROI

AssistEdge improves productivity and customer satisfaction and saves \$ 6 Mn annually.





A US-based healthcare insurance company provided a wide range of services for its large customer base of ~ 39 million people.

The client wanted to simplify, streamline, and automate its complex business processes that were leading to inefficient customer service. AssistEdge helped automate 80+ processes across several portfolios with cross-functional bots to expand the scope of automation and increase ROI.

Challenge

Fragmented processes limited scope of automation and impacted customer experience

The client's claim processing, ticket processing, and business operations depended on complex processes that required heavy manual intervention. This meant every customer request took an unacceptable amount of time. In fact, processing delays had created a backlog of 70,000 records that the client team struggled to clear. To compound the problem, even after a time-consuming quality check, there was an increase in human errors. These delays in claim and ticket resolutions led to decreasing customer satisfaction. In addition, the inability to manage current service volumes hindered business expansion.

While the client had deployed automation in some process areas, they were not seeing the results. Multiple departments within the enterprise operated as separate entities. With an isolated discovery, due diligence, and implementation approach, the scope of automation was limited, and automation contributions were not effectively realized. Siloed operations also meant that the client could not centralize governance, infrastructure setup and support.

The client wanted to overcome these challenges and leverage end-to-end automation to improve ROI, augment customer experience and scale their business.

Solution

AssistEdge Engage expanded the scope of automation and increased the ROI

The client needed a solution that could expand the scope of automation across various portfolios to deliver end-to-end automation.

AssistEdge Engage helped automate 80+ processes across several portfolios like Medicaid, Medicare, Commercial, and Payments. The benefits were immediate. For instance, there was a significant reduction in time wasted over re-logging into applications with short timeouts. It was also easier to collect key data and highlight critical data mismatches. Given the visible increase in ROI, the automation program was quickly adopted by multiple lines of businesses.

To ensure centralized governance, support, and infrastructure, we recommended setting up a Center of Excellence (CoE) to streamline the automation program. The CoE's dedicated team had both business and IT representatives. This ensured quick uptake of the automation program with AssistEdge Engage being rolled-out across 6 business areas for 5000 users with a deployment of 120 bots. These cross-functional bots optimized automation by leveraging bots across multiple processes, increasing the ROI.

Benefits

Improved efficiency, reduced claims processing errors to < 3% and delivered \$6 Mn in annual savings

AssistEdge enabled the client to process a high volume of transactions with high accuracy and speed. The client was able to clear off the backlog and respond faster to customer needs. Expanding the scope of automation also helped the client increase the ROI, improve customer experience, and scale their business.



Automated 250,000 transactions monthly across 80+ processes, saving 170+ FTE



Cleared backlog of 70,000 records, led to a 7% productivity improvement



Potential annual savings of USD 6 Mn with < 1-year break-even period



Are you ready to upgrade to an
AI-first automation platform?
Write to us at:
contact@edgeverve.com



About AssistEdge Engage

AssistEdge Engage is an intelligent automation platform that empowers contact centers to significantly augment agent productivity and elevate the customer experience.

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www.edgeverve.com/assistedge/assistedge-engage



About EdgeVerve

EdgeVerve Systems Limited, a wholly-owned subsidiary of Infosys, is a global leader in developing digital platforms, assisting clients to unlock unlimited possibilities in their digital transformation journey. Our purpose is to inspire enterprises with the power of digital platforms, thereby enabling our clients to innovate on business models, drive game-changing efficiency and amplify human potential. Our platforms portfolio across Automation (AssistEdge), Document AI (XtractEdge), and Supply Chain (TradeEdge) helps inspire global enterprises to discover & automate processes, digitize & structure unstructured data and unlock the power of the network by integrating value chain partners. EdgeVerve, with a deep-rooted entrepreneurial culture, our innovations are helping global corporations across financial services, insurance, retail, consumer & packaged goods, life sciences, manufacturing telecom and utilities, and more.

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