Microsoft Azure

AI-Powered Insurance Claims Automation Accelerator

Challenges that prevent a stress-free experience

Customer satisfaction is a priority, quick and accurate claims processing needs to be achieved

Speed is everything to today's customer, and **patience wears out at 10 minutes**.

90% of consumers rate an "immediate" response as important or very important when they have a customer service question.[1]

With **multiple documents** to process manually and **several people** to talk to, claims processing is often a **long, tedious experience** for customers.

Individuals describing issues with communication gave an overall average rating of 3.17 out of 5.[2]

It is stressful waiting a long time for claims to be approved during an already difficult time.

Delays in claims payouts was the biggest frustration in vehicle insurance claim filing.[3]

[1] Live Chat Exposes a Fatal Flaw in Your Go-To-Market | HubSpot, January 2021
[2] Top 5 most common consumer car insurance complaints. | Clearsurance, December 2021
[3] Claim payout delay frustration, app interest rises, study | Digital Insurance, March 2022

Deliver a service that your customers care about

Pair data with Azure Bot to speed response times and inform claims decisions

The **Insurance Claims Automation Accelerator** is AI-powered. You can process claims from multiple user inputs – text, speech, or image through multiple channels. Customers can tell their own story on the platform of their choosing and just wait for a quick and accurate resolution

Relevant data is stored and sorted using Azure Bot and Cognitive Services for business insights that can further improve customer service.

By using AI, you can offer **precise, customized support** for each unique situation.

Customers only need to have **one interaction with a chat bot** instead of being on hold or transferred to multiple departments.

Quick claim resolution makes customers happy with their experience and their provider.

An **intelligent AI agent** automatically evaluates documents, giving customers an **estimate of repair and/or replacement instantly.**

Microsoft Azure

Customer success

> " "With our transcription work, when a customer reports their accident initially, we're able to take all that rich detail and figure out, without involving them, how to process their claim. They only have to explain what happened once.
>
> Custom speech allows us to create custom models that will specialize it for our insurance-specific vocabulary."

Olivia Mahler-Haug
Senior Product Owner, Allstate

Watch full video here

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SITUATION	Allstate was using traditional methods of claims processing which required a high level of manual effort, making it difficult to capture the rich details of claims in a single efficient process.
SOLUTION	Allstate turned to Microsoft for this AI-based accelerator. Custom speech is used to create custom models that automate the claims experience and cut down on the number of times a customer spends explaining their situation.
IMPACT	With the ability to customize and automate, Allstate has been able to advance in their journey towards a digital world by leveraging this stack of technology, they are better able to take care of and empathize with their customers.

End-to-end claims automation

Input
Receive claims and documentation from customers via various channels.
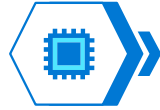
Documents are stored in a data store.

Sort and process
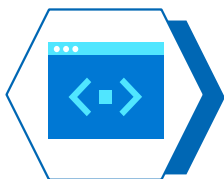Intelligently sort and process claims using Azure Bot and Cognitive Services.

Data available through Power BI.

Analyze and close
Evaluate the claims and sort them based on how they need to be processed. Finalize and resolve claims.

Next steps: Accelerate your journey

Kick-off

Learn more about the Insurance Claims Automation Accelerator and view a demo.

30 minutes

Proof of value

Optional accelerator code walk-through and prototype creation based on sample data for testing.

3 Hours or less

Proof of concept

A proof of concept (POC) is built with support of Microsoft technical specialists and Partners.

MVP is scaled to deployment.

2-5 weeks

Technical pitch

Prebuilt so you can gain quick time to value and focus on other initiatives

Leverages AI, Machine Learning (ML), and National Language Processing (NLP) to **improve speed and accuracy**
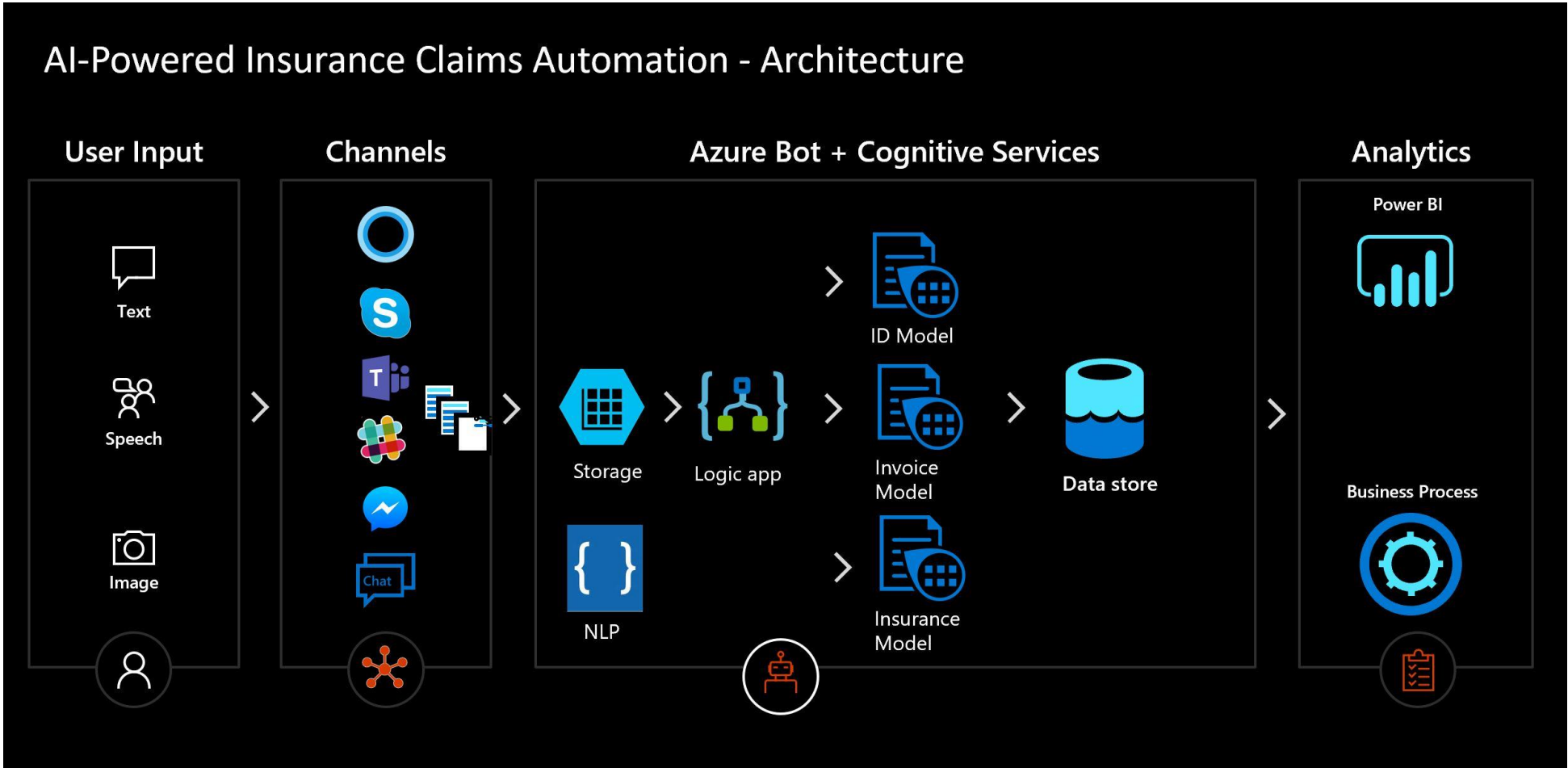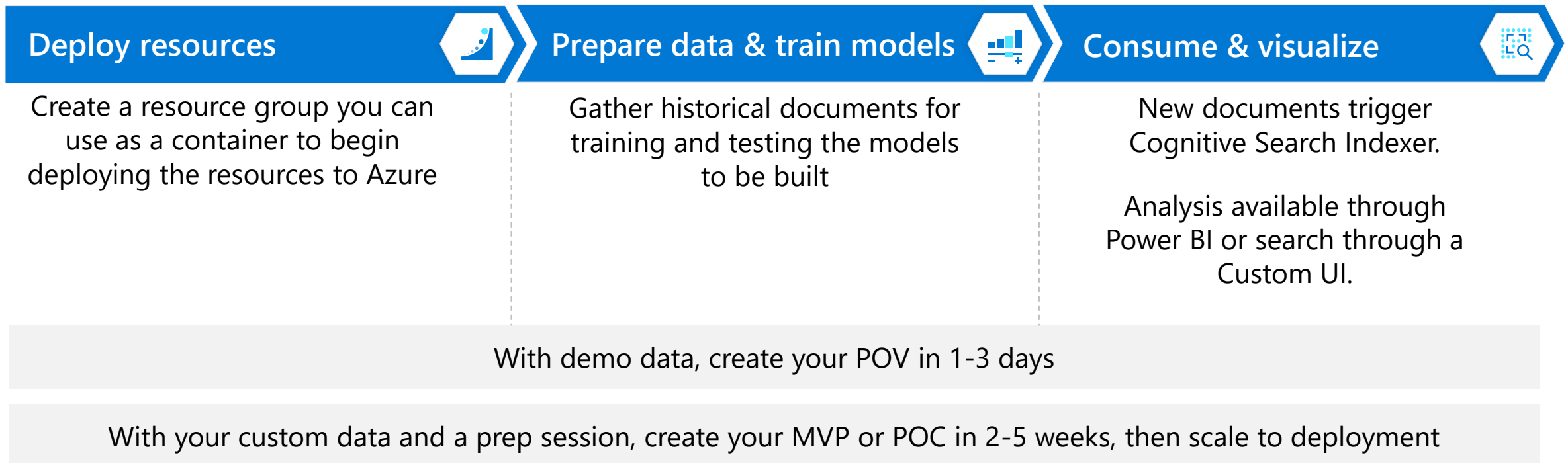
Gain insights from all communication methods and documents.

Reduce response time with intelligent categorization and routing

Reference Architecture

AI-Powered Insurance Claims Automation - Architecture

Next steps in your personalized MVP deployment

To begin creation of your MVP, follow these steps:

Deploy resources	Prepare data & train models	Consume & visualize
Create a resource group you can use as a container to begin deploying the resources to Azure	Gather historical documents for training and testing the models to be built	New documents trigger Cognitive Search Indexer. Analysis available through Power BI or search through a Custom UI.

With demo data, create your POV in 1-3 days

With your custom data and a prep session, create your MVP or POC in 2-5 weeks, then scale to deployment

Thank you