

# Case Studies and Industry Examples

# Virtual Workforce in Financial Services



**Towergate Insurance** - Consolidation of many thousands of policies across several tens of systems completed within 6 months.

## **TIER 1 GLOBAL BANK**

**Tier 1 Global Bank** - Blue Prism Software Robots have been used to manage processes across multiple countries, delivering an operational capacity in excess of 1000 FTEs.



**The co-operative** - The Blue Prism Virtual Workforce delivers an annual benefit including combined cost reduction and cost avoidance benefits equivalent to over 200 FTEs.



**Fidelity** - Blue Prism software robots deliver market leading customer service with a virtual capacity equivalent to over 100 FTEs automating the key steps in the customer journey.



**Xchanging** have delivered typical cost savings of 30% per process using Blue Prism automation in the Insurance Sector.

A low-angle, upward-looking shot of a modern skyscraper with a glass facade, set against a clear blue sky. The building's lines converge towards the top of the frame, creating a sense of height and scale. The text is overlaid on the lower half of the image.

**CASE STUDY**

# **Co-operative Insurance Society (CIS)**

**Blue Prism builds RPA capability  
delivering long-term strategic value**

# Co-operative Insurance Society (CIS)

## Blue Prism builds RPA capability delivering long-term strategic value.



Founded in 1867 under the name Co-operative Insurance Society (CIS), the Co-operative Insurance is a general insurance company based in Manchester in the United Kingdom. It employs over 1300 staff and is one of the most widely recognized insurance brands in the UK.

### Business Challenge

CIS were heavily constrained by a legacy IT estate that was costly to support and maintain. CIS were looking to reduce the cost to serve without making significant investments in transforming or replacing their underlying platforms. They elected to use Blue Prism to build an RPA capability that enabled them to increase operational agility whilst also reducing cost and improving customer service.

### Approach

- Blue Prism helped CIS to build an self-sustaining RPA capability within CIS.
- Trained and mentored the CIS team
- Identified and delivered process automations including credit control, finance & accounting, collections & recoveries, policy migration, customer onboarding, sales generation, mid-term adjustments and policy administration.

### SAP/Parabis

Blue Prism is used to keep the risk registers refreshed with the latest available information, using the daily outputs from a third party claims handler, Parabis, in CIS' own ERP system (SAP) without the need for lengthy or complex IT integration project.

### Broker Claims & Underwriting Exchange

Automated first validation point in claims process comparing customers' declared prior motor insurance claims history with known claims held on a shared industry anti-fraud database. Case is then passed to a specially trained claims handler. Mismatched claims are passed to an anti-fraud team for further investigation.

### Bulk Payments (Motor)

Processes financial settlements with suppliers, such as vehicle repair specialists and breakdown/recovery firms, as part of the fulfilment of customer claims.

### Reconciliations / Cash Allocation

Reconciles cash on a report and writes off discrepancies under a certain value -especially relevant for those claims where customers are required to pay a policy "excess" fee and the payment of this fee holds up the remainder of the claim fulfilment.

### Benefits & Outcome

CIS has saved millions of dollars on an annual basis using the Blue Prism virtual workforce. Today, Blue Prism forms a key part of the back office strategy at CIS and has been instrumental in enabling and executing the business strategy to make greater use of third parties and outsourcers without the need for complex IT integration projects.

Blue Prism contributes significantly to the efficiency of the operation, with direct impacts on speed of customer service, "right first time" initiatives, cost reduction and the ability to respond to seasonal peaks. It also provides valuable analytical insight into process and data trends.

**The Co-operative Bank has been a client of Blue Prism for over six years.**

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# Co-operative Insurance Society (CIS)

**Blue Prism builds RPA capability delivering long-term strategic value.**

## How We Helped

Blue Prism helped CIS to build an self-sustaining RPA capability within CIS. In addition to training and mentoring the CIS team, Blue Prism worked with CIS to identify and deliver process automations across a wide range of operational activities including credit control, finance & accounting, collections & recoveries, policy migration, customer onboarding, sales generation, mid-term adjustments and policy administration.



For example, in claims processing, Blue Prism is used in the following areas:

## SAP/Parabis

Blue Prism is used to keep the risk registers refreshed with the latest available information, using the daily outputs from a third party claims handler, Parabis, in CIS' own ERP system (SAP). This has enabled CIS to make the optimal use of third parties without the need for lengthy or complex IT integration project.

# Co-operative Insurance Society (CIS)

**Blue Prism builds RPA capability delivering long-term strategic value.**

## How We Helped (continued)

### Broker Claims & Underwriting Exchange

Compares customers' declared prior motor insurance claims history with known claims held on a shared industry anti-fraud database. This is one of the first validation steps at the point of a claim, as part of an automated process, before the case is passed to a specially trained claims handler. Mismatched claims are passed to an anti-fraud team for further investigation.

### Bulk Payments (Motor)

Processes financial settlements with suppliers, such as vehicle repair specialists and breakdown/recovery firms, as part of the fulfilment of customer claims.

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CASE STUDY

# Leading multinational insurance group

**Robotic Process Automation CoE  
Delivers Cost and Quality Benefits**

# Leading multinational insurance group

## Robotic Process Automation CoE Delivers Cost and Quality Benefits.

### Client Profile

The client is a global outsourcing provider that delivers back office processing across a broad spectrum of industry sectors. Insurance outsourcing is a core and strategic part of their business.

### Business Challenge

Market competitiveness has placed this outsourcing provider under increasing pressure to provide higher levels of service to clients at ever-increasing levels of efficiency. Despite core competencies in Operational Effectiveness, Lean, and Continuous Improvement, they were forecasting further erosion of margin.

### Approach

We worked with the client to identify the key processes suitable for RPA

- **Identified a series of elements common across the processes, reducing duplication of effort and establishing the minimum number of automated functions.**
- **Established and managed an agile delivery work stream for the developers to build, test, plan and go-live of the new automated processes according to business owners specs.**
- **Partner developed the design for the ongoing CoE, providing a blueprint Operating Model incorporating core competencies, capabilities and assets for client self sufficiency**

### Benefits & Outcome

The CoE was delivered on schedule and within budget, with all planned processes automated and performing successfully. Due to the quality and clarity of the CoE design, the client was able to secure the executive approval to invest for the next phase of development.

# Leading multinational insurance group

**Robotic Process Automation CoE Delivers Cost and Quality Benefits.**

## Client Profile

Our client is a leading multinational insurance group with operations in over 31 countries and provides products and services to more than 20 million customers.

## Business Challenge

In 2014, as part of a Simplification Programme our client sought to improve back-office business processes in order to reduce costs, improve customer service, and enhance operational performance. They asked Blue Prism and a key partner to help them to design and deliver an in-house Robotic Process Automation Centre of Excellence.

# Leading multinational insurance group

## Robotic Process Automation CoE Delivers Cost and Quality Benefits.

### How We Helped

We worked with the client to identify the key processes suitable for RPA. The joint team also identified a series of elements common across the processes, reducing duplication of effort and establishing the minimum number of automated functions. The team established and managed the delivery work stream for the developers to build, test, plan and go-live of the new automated processes. This work was conducted in an agile manner working closely with the business owners and SMEs to ensure that the processes performed as expected.

In parallel, the partner developed the design for the ongoing CoE, providing the client with a blueprint Operating model, incorporating the core competencies, capabilities and assets required for them to be self sufficient.

# Leading multinational insurance group

## Robotic Process Automation CoE Delivers Cost and Quality Benefits.

### Benefits & Outcome

The CoE was delivered on schedule and within budget, with all planned processes automated and performing successfully. Due to the quality and clarity of the CoE design, the client was able to secure the executive approval to invest for the next phase of development.





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### Approach

Blue Prism were engaged to establish a Robotic Process Automation (RPA) Centre of Excellence (CoE). We worked with the client to:

- **Deliver a step-change in processing performance**
- **Free-up key resources to focus on higher value activities**
- **Protect and improve margin**
- **Support the selection of business processes within a single Operations team**

### Approach cont.

- **Ensure the framework was in place for developing the demand pipeline for automation**
- **Prioritize a smaller number of quick-wins that would deliver rapid benefits and**
- **Provide a mechanism for up-skilling the internal team**
- **Blue Prism delivered a mentoring program that incorporated planning, training, and the RPA CoE target operating model design, and then supported the client with process build, test, and implementation over an initial 3 month period**

### Benefits & Outcome

With support from Blue Prism, the client implemented an RPA CoE that encompassed a best practice RPA operating model with **4 trained 4 developers** and a formal RPA governance framework. The first 10 processes were delivered within 7 months, and the multi-skilled virtual workforce is now running autonomously over an 18 hour service window. Re-work and duplication of effort has been completely eradicated, customer response times have reduced and significant efficiency gains have been realized. One process delivered a reduction in processing time of over 95%!

**The client is now developing a global rollout plan for Blue Prism.**

# Global BPO

**Global BPO uses Blue Prism across Insurance Back Office.**

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Market competitiveness has placed this outsourcing provider under increasing pressure to provide higher levels of service to clients at ever-increasing levels of efficiency. Despite core competencies in Operational Effectiveness, Lean, and Continuous Improvement, they were forecasting further erosion of margin.

# Global BPO

**Global BPO uses Blue Prism across Insurance Back Office.**

## How We Helped

Blue Prism were engaged to establish a Robotic Process Automation (RPA) Centre of Excellence (CoE), that would enable the client to deliver a step-change in processing performance, free up key resources to focus on higher value activities, and protect and improve margin.

Blue Prism supported the selection of business processes within a single Operations team, ensured the framework was in place for developing the demand pipeline for automation, and prioritized a smaller number of quick-wins that would deliver rapid benefits and provide a mechanism for up-skilling the internal team.

Blue Prism delivered a mentoring programme that incorporated planning, training, and the RPA CoE target operating model design, and then supported the client with process build, test, and implementation over an initial 3 month period.

# Global BPO

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## **Benefits & Outcome**

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**The client is now developing a global rollout plan for Blue Prism.**

# Process Application Case Studies



[blueprism.com](http://blueprism.com)

# Robotic Automation – Case Study

## The **co-operative**

### Program Profile

- 200+ FTE saved
- £multi-million annual benefit
- Operational since 2007
- Continuous Delivery Cycle
- 6 weeks per process avg.
- “Operational Agility Team”
  - CFS Process Experts
  - CFS Blue Prism Specialists
  - Blue Prism Agility Specialist

- Fraud Chargeback Processing
- Low Risk Arrears Review
- Medium Risk Arrears Review
- Direct Debit Cancellations
- Personal Account Closures
- CHAPS Payment Processing
- Internet Application Processing
- Business Account Audit Requests
- Business Account Onboarding (Scorex)
- Excess Transaction Approvals
- Smile Excess Cheque Approvals
- Excess Customer Letters
- Amend Standing Order Details
- Amend Direct Debit Details
- Amend Address Details
- Pre-Charge Offs
- HBOS BACS Transaction Duplication



# Robotic Automation – Case Study



## Program Profile

- £175 million p.a. reduction in bad debt provision
- 200+ FTE save
- £multi-million annual benefit
- Working since 2006
- Barclays and Blue Prism team has tackled multiple process improvements
- Blue Prism is part of Banks BPMS CoE

### Right of set off

Account sweep triggered by missed payment on loan

### Automated Fraudulent Account Closure Process

Rapid closure of compromised accounts

### Automated Branch Risk Monitoring Process

Collation and monitoring of Branch network operational risk indicators

### Personal Loan Application Opening

Automation of process for new loan applications

### New Loan Product Blitz

Rapid response to better than expected take-up of newly launched loan product

### Data Cleanse

Cleanse of external telephone data and update to relevant systems

### Payment Protection Insurance (PPI) Claims Processing

Process over 1000 claims in 7 hours using 15 VM's Equivalent to 55 FTEs work in 1/3rd of a working day on 1 server

# Robotic Automation – Case Study



## Program Profile

- “Enterprise Licence” Customer
- Over 250 FTE saved
- £multi-million annual benefit
- 50+ processes automated
- Working since 2008
- Npower have built their own delivery team
- 3 to 5 times faster than traditional approach
- Only “true” exceptions need to managed

### Meter Reading Consolidation Automation

Ensures most accurate consumption figures from several meter reading sources

### Unmapped Meters and Registers

Automates data capture and corrects incorrect information

### Excessive & Negative Consumption

Consumption levels appear too high or too low on some accounts. Blue Prism investigates the problem and corrects errors

### Supplier Hub

Accounts identified as problematic may have data mismatches across disparate systems. Process investigates and makes requests for new data

### Tariff Assurance Gas

Checks that prepay customers are on the correct tariff /standing charge and notifies the customer via letter

# Robotic Automation – Case Study



## Program Profile

- Large Global Financial Services Business
- Over 35 FTE saved
- £multi-million annual benefit
- 5+ processes automated
- Working since 2011
- Internal team
- Automation of key

### Automation of ISA claims processing

Complex process with multiple steps

### Automation of Redemptions Processing

Cross checking to multiple system

### Compliance and Control

Compliance assured

### Security

Client confidentiality improved with no human intervention

# Robotic Automation – Case Study



## Program Profile

- Large UK Retailer
- Over 50 FTE saved
- £multi-million annual benefit
- 20+ processes automated
- Working since 2007
- Internal team has built and put into live processes in less than 1 day
- Managing the impact of seasonal peaks and troughs

### Automation of the administration of payments terms

'Buy now, pay later' terms

### Automated support for Sale of insurance products

Customer data gathering, adherence rules of sale

### Automated Marketing campaigns Admin support

High speed response in for back office automation to support new product launches, product incentives

### Customer Complaints Automation

Number of processes to automate response through websites. Email etc.

### Compliance Reporting automation

Automated preparation of reports for the FSA

### Insurance Product administration automation

Automating of process to update systems and produce client paperwork for new sales of insurance products

# Applications of Robotic Automation in Banking

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**Gartner** 2013  
**CoolVendor**



[blueprism.com](http://blueprism.com)

# Financial Markets 1 – ISA Redemptions (Settlements)

## Process Requirement

After receiving inputs from front line staff, robots perform the following activities.

- Refunding losses to customers, arising from fraud
- Refunding associated charges or fees (including foreign currency fees and fees for breaching overdraft and credit limits)
- Reporting details of the fraud to the card provider, VISA
- Collating and inputting of fraud details into the bank's Fraud Analysis System (FAS)
- Analysing the "chargeback" status of each transaction according to a complex set of rules
- Sending correspondence to the customer, soliciting the return of a signed declaration.
- Executing chargebacks where appropriate, following receipt of customer declaration

Regulatory considerations, including speed of execution, are a key factor as the Payment Services Directive (PSD) mandates that, for debit cards on current accounts, redress needs to be made within one working day.

## Outcomes & Benefits:

- Multi million pound benefits accrued since go-live
- Tens of FTEs worth of work automated
- Over 90% of the process addressed by robots (as part of the overall assisted automation)
- Speed of service and quality of customer care, particularly in the face of regulatory requirements for rapid and accurate remedy to customer accounts
- Enhanced customer care, as the process is run every day of the week; customers reporting fraud on a Saturday no longer have to wait until Monday for their account to be serviced
- Increased ability to meet seasonal peaks, as the incidence of fraud is not level throughout the year
- Greater granularity of processing, data quality, documentation and information fed to the Fraud Analysis System, as compared to when performed manually
- Improved fiscal performance, arising from improved chargeback rates to retailers

## Implementation Profile

Independent automation, with all aspects of the requirement being addressed by the robots.

Process live in under 6 weeks



# Banking Example 1 - Credit Card Fraud & Chargebacks

## Process Requirement

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## Implementation Profile

Assisted automation with collaboration between robots and humans at appropriate junctures in the process.

Highly complex process, touching between 5-10 systems and with highly variable rules according to transaction context, type.

Delivery cycle for creating processes is measured in weeks.

# Banking Example 1 - Credit Card Fraud & Chargebacks

## Process Requirement

Following the discovery of fraudulent activity perpetrated through a customer's account, the bank is entitled to close the account and cease service where there is reason to believe that the customer has acted improperly. The process involves:

- Following necessary regulatory procedures, including sending correspondence with the customer of Notice to Close (NTC)
- Following up on the notice given by executing closure a prescribed number of days later, typically 14 days
- Cancelling all services & facilities, including overdrafts, cheque books, payment cards, direct debits, standing orders, etc.
- Similarly, executing the same action on all linked accounts belonging to the same customer
- Completing follow-up activities after an overnight systems batch run
- Issuing correspondence to the customer

## Outcomes & Benefits:

- 95% straight-through processing translating to over 40 FTE save
- Increased ability to meet seasonal peaks in demand
- Timely and accurate processing of a sensitive activity
- Mitigation of further losses (fraud), following timely intervention
- 100% compliance and adherence to regulatory requirements, particularly with respect to Treating Customers Fairly (TCF)
- Standardization of a common process across a number of business areas

## Implementation Profile

Independent automation, with all aspects of the requirement being addressed by the robots.

Delivery cycle for creating processes measured in weeks.

# Banking Example 1 - Credit Card Fraud & Chargebacks

## Process Requirement

The processing of PPI claims creates a huge operational overhead for most banks. Blue Prism robots have been deployed in:

- Initial logging of complaints
- Triage & initial investigation of incoming complaints in order to identify those which can be characterised as “No PPI”, that is where a complaint has been received on behalf of a customer who has never purchased a PPI product
- Automating essential steps such as validating claims, locating linked accounts, performing interest & arrears calculations, generating customer correspondence

## Outcomes & Benefits:

- Well over 50 FTEs saved in first tranche of automation alone, relating merely to the initial logging of complaints
- Several 10s of FTEs saved on additional processes thereafter, with cumulative benefits into the 100s
- Improved satisfaction of staff: triage of “No PPI” complaints allows staff to be allocated to higher value activities
- Confidence in addressing unknown volumes for an unknown period: automation provides a scalable solution
- Accuracy & compliance against a high profile and sensitive process with strict regulatory requirements

## Implementation Profile

Assisted automation with collaboration between robots and humans at appropriate junctures in the process.

Complex process addressing high degree of variance between product types.

Delivery cycle for creating processes measured in weeks.

# Applications of Robotic Automation in Insurance

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**Gartner** 2013  
**CoolVendor**



[blueprism.com](http://blueprism.com)

# Insurance Example 1 – Policy Migration

## Process Requirement

Consolidation of an insurer's set of policy books, spread across tens of legacy systems with high support costs and an error prone and unintuitive operational overhead, requiring continued training for staff.

The data migration comprises:

- The requirement to complete the migration, from start to finish including all requirements analysis, design & testing, within a short timeframe measured in months
- Tens of systems and numerous policy books, all with differing data formats, historical context and data conventions / shorthands
- The requirement to cleanse data on the move, by cross referencing against external systems

## Outcomes & Benefits:

- Consolidation of data onto a reduced platform with fewer systems.
- Retirement of old systems with high support costs & training overheads
- Unlocking future transformation initiatives with dependencies on the migration initiative
- More data migrated – at a lower level of granularity – than would otherwise be feasible with a traditional ETL approach
- Data migrated in volumes and at speed which would not be feasible with a manual approach
- 100% accuracy and compliance against data quality requirements

## Implementation Profile

Independent automation, with all aspects of the requirement being addressed by the robots.

Complex process addressing high degree of variance between policy books.

Delivery cycle measured in weeks with migration complete in a matter of months.

# Insurance Example 2 – Collections & Recoveries

## Requirement

To automate a variety of process and tasks to enable the more effective management of fiscal risk, to reduce bad debt provision & to recover funds more effectively.

### Collections & Recoveries Process Examples

- **Rejected card payment processing** – Automatically retry diarized payments & generate correspondence
- **21 day cancellations** – Processing of customer correspondence and downstream payment processing following failed Direct Debit payments
- **Policy Cancellations** – Enforcement of credit control sanctions
- **Contact Details Refresh** – Importing third party databases of up-to-date contact details
- **Direct Debit default fee posting & BACS rejections**
- **Charge-offs** – Referral of debts to third parties
- **Cash allocation, cash management, reconciliation and writing off of small discrepancies**
- **Credit control** - Unpaid item chasers

## Outcomes & Benefits:

- **Typical savings profile is approximately 25% across all operations within collections & recoveries**
- **Significant reductions in bad debt provision**
- **Accuracy, speed & compliance are all vital in ensuring an effective collections operation**

## Implementation Profile

**Numerous automations delivered over a period of months.**



# Insurance Example 3 – Collaboration with Third Parties

## Requirement

To facilitate the effective exchange of data to enable the use of outsourcers and third parties.

### Collections & Recoveries Process Examples

- **Bulk Payments (Motor)** - Updates policies following claims made through specialist claims companies
- **Bulk Recoveries (Motor)** - Updates policies of vehicle recovery amounts and fees supplied by third parties
- **SAP & Parabis Updates** - Bulk processing of claims data from third party claims handler (on internal SAP instance)

## Outcomes & Benefits:

- Facilitation & enablement of outsourced operational arrangements
- Tens of FTEs worth of work automated
- Swift, accurate and effective exchange of data with third parties
- Improved fiscal management due to better cash allocation & reporting
- Improved supplier satisfaction, arising from more efficient processing capability & swifter payments for services
- Increased use of resellers, with shared operation for mid term policy maintenance

## Implementation Profile

Numerous automations delivered over a period of months.

# Robotic Automation Insurance Examples - Summary

- **Pension Auto Enrolment assistance**
- **Product Administration** - Update systems and produce client details for sales of new products
- **Policy Document Transfer from legacy systems**
- **Products Sales Support** - Customer data gathering, adherence to compliance and rules of sale
- **Broker CUE (Motor)** - Compares customers reported accident claim history data with actual
- **Bulk Payments (Motor)** - Updates policies following claims made through specialist claims companies
- **Bulk Recoveries (Motor)** - Updates policies of vehicle recovery amounts and fees supplied by third parties
- **Unallocated Cash Report** - Works a report and writes off any cash discrepancy under a certain value
- **Deceased Notification** - Processing of insurance policies following notification of a death
- **Insurance Comparison** - Downloads leads from Internet Comparison providers and loads entries to lead management system
- **TPFT Migration** - Migration over 12 months of all third party fire and theft policies to comprehensive policies on renewal
- **Compliance Reporting Automation** - Automated preparation of reports for the PRA

# Robotic Automation Insurance Examples

- **Marketing Campaign Support** - High speed response for back office automation to support new product launches, product incentives
- **Credit Card Rejections** - Works a report of rejected card payments and over a period sends letter to the customer before ultimately cancelling the insurance
- **Credit Card Unmatched** - Retrieves cases to work from a report and, where applicable, writes off any cash discrepancy
- **Redemptions Processing** - Cross checking to multiple systems for Compliance assurance
- **Amend Standing Order, Direct Debit, Address details across multiple systems**
- **Parabis** - Bulk processing of claims data from third party claims handler (on SAP)
- **Accounts Data Mismatches across disparate systems** - Process investigates and makes requests for new data and updates all relevant records when received

# Robotic Automation Insurance Examples

## **Example 1: FNOL (First Notification of Loss) for Commercial Motor insurance.**

- Company would send through a spreadsheet with hire-car spend. Was shipped offshore and manually inputted by agents. This process incorporated both mainframe and java applications
- Boosted accuracy from 45% to 95% (remaining errors coming from input data)
- Also the turnaround speed has been reduced by 85% - huge benefit to the customer
- Reduced headcount by 22 FTEs – replaced by 3-4 robots (mainframe based so very quick)

## **Example 2: Also BP was deployed to analyze and reduce the amount of debt owed to the company.**

- Blue Prism went through the backlog and wrote-off amounts under £100. As a result no fees on those small debts were applicable – which resulted in a financial saving
- Only large debts remained on the books

## **Example 3: Also Blue Prism was used for renewals of policies for high net-worth individuals.**

- Previously, the policy changes were manually reviewed, and the policy was priced manually which was complex and time-consuming
- With Blue Prism, the changes applied were reviewed by Blue Prism and Blue Prism replicated the manual complex process and passed to the handler for a final review before issuing the renewal
- This freed up handlers to focus on generating new business and sales

# Applications of Robotic Automation in Financial Markets

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# Financial Markets 1 – ISA Redemptions (Settlements)

## Process Requirement

To automate the redemption of funds from a stocks & shares ISA, in response to a request made via a customer facing website.

- To process the receipt, validation & compliance checking ahead of execution
- To ensure payment mandates are up to date and comply with regulatory requirements
- To set up new payment mandates where provided by the customer
- To diarise the request for swift execution at the appropriate time of day, according to when the relevant fund prices are revised
- To execute the transaction at the required time in an accurate and timely manner

## Outcomes & Benefits:

- Accelerated the launch of a new customer facing website without the need for complex IT integration
- Indirect cost saving in contact center, attributable to the displacement of customer demand to self service via the internet
- Tens of FTEs worth of work automated
- Ability to scale operations in response to seasonal demand around key times of year (particularly at the turn of the tax year in April)
- Increased accuracy & compliance
- Reduction in fiscal risk associated with misplaced deals arising from human error

## Implementation Profile

Independent automation, with all aspects of the requirement being addressed by the robots.

**Process live in under 6 weeks**

# Financial Markets 1 – ISA Redemptions (Settlements)

## Process Requirement

To automate the transfer of assets & funds from outside an ISA wrapper into the ISA, in response to a request made via a customer facing website.

- To process the receipt, validation & compliance checking ahead of execution, including verification of transaction limits & compliance with HMRC rules on ISA account behaviour
- To ensure payment mandates are up to date and comply with regulatory requirements
- To set up new payment mandates where provided by the customer
- To liquidate the assets in anticipation of transferring the cash into the ISA wrapper:
  - To diarise the request for swift execution at the appropriate time of day, according to when the relevant fund prices are revised
  - To execute the transaction at the required time in an accurate and timely manner
- To execute the transfer of cash and the subsequent buy-back of the mandated assets
- To generate requisite customer correspondence

## Outcomes & Benefits:

- Accelerated the launch of a new customer facing website without the need for complex IT integration
- Indirect cost saving in contact centre, attributable to the displacement of customer demand to self service via the internet
- Several FTEs worth of work automated
- Ability to scale operations in response to seasonal demand around key times of year (particularly at the turn of the tax year in April)
- Increased accuracy & compliance
- Reduction in fiscal risk associated with misplaced deals arising from human error

## Implementation Profile

Independent automation, with all aspects of the requirement being addressed by the robots.

Process live in under 8 weeks



# Applications of Robotic Automation in Human Resources

**blueprism®**  
Software Robots - the Virtual Workforce

**Gartner** 2013  
**CoolVendor**



[blueprism.com](http://blueprism.com)

# HR – Blue Prism Process Examples

- **Contract changes** – Change of hours, change of pay, change of role, etc.
- **Leavers and Joiners**
- **Pensions administration** – Annual statements, forecasting and accounting
- **Employee self service** – Change of address, personal details, etc.
- **Recruitment administration**
- **Administration of staff training records and Occupational Health**
- **IT administration** – Password resets

# Applications of Robotic Automation in Finance and Administration

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# Addressable areas in F&A

- Order to Cash (O2C)
  - Record to Report (R2R)
  - Accounts Payable (AP)
  - Reconciliation
  - Order Processing
  - Master Data Management
  - Fixed Assets
  - T&E
- 
- All robots and processes are fully audited with detailed analytics for every process step

# R2R – Blue Prism Process Examples

- Eform extraction
- VAT reporting
- Accrual support
- Audit support and validation
- Fixed asset amortization
- FX accounting and write-offs
- Cost accounting and Purchase Orders
- Bad Debt write-offs
- Inventory write-offs
- Month end close heavy lifting
- Journal entry accounting
- Credit note accounting entry
- Accrual booking
- Pricing reviews
- Freight accruals and transport costs
- Fraud detection
- Account cleansing