

thewave

B-hive associate partner

#Fin&Tonic #RPA Event

Cognitive Insurance Robotics

Kris Claessens, 24th of October 2019

Our DNA ...



Mastering E2E automation with insurance as only focus



Insurance industry knowledge

The Insurance industry is our only focus. We believe that this focus brings maximum value to our clients



We know the insurers

Our consultants operate at 13 of the top 15 Belgian insurers



Solid & flexible partner

Although a 'small' player, we have supported insurers during large & complex transformation programs. The growth of our client base illustrates this well.



E2E business & IT expertise

Combine Ensur's profound business knowledge and our partners' deep technology expertise

Build & integrate insurance solutions

Invent, build and integrate tailored digital solutions for our clients in the insurance sector

Technical consulting

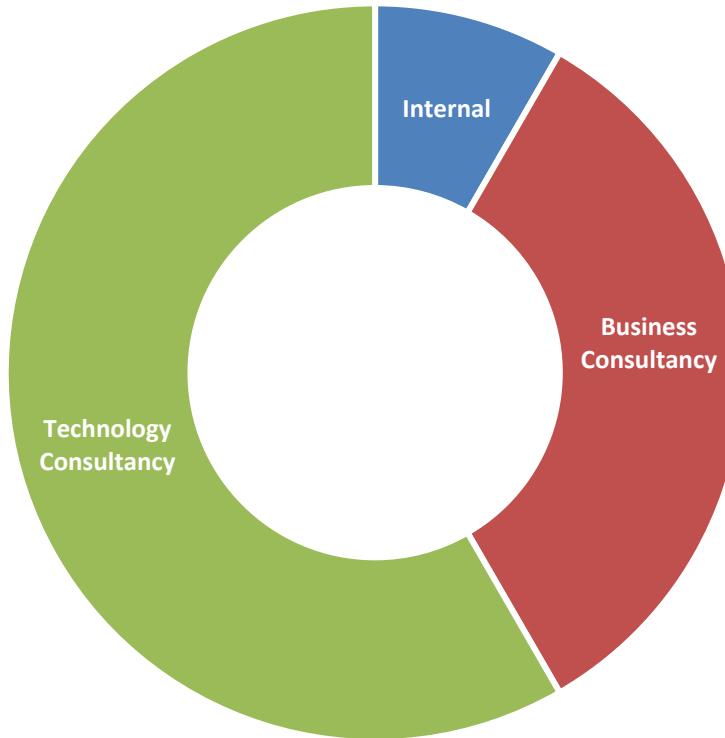
We also provide technology related consulting and project management services

What we see today on RPA in insurance

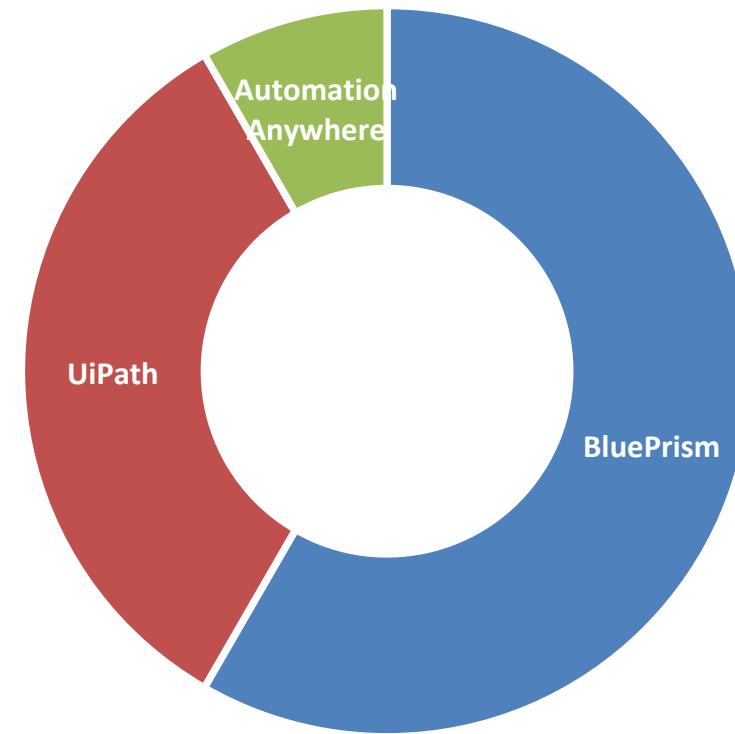


Partner & vendor landscape at the top insurers today

RPA Project Partner



RPA Tool

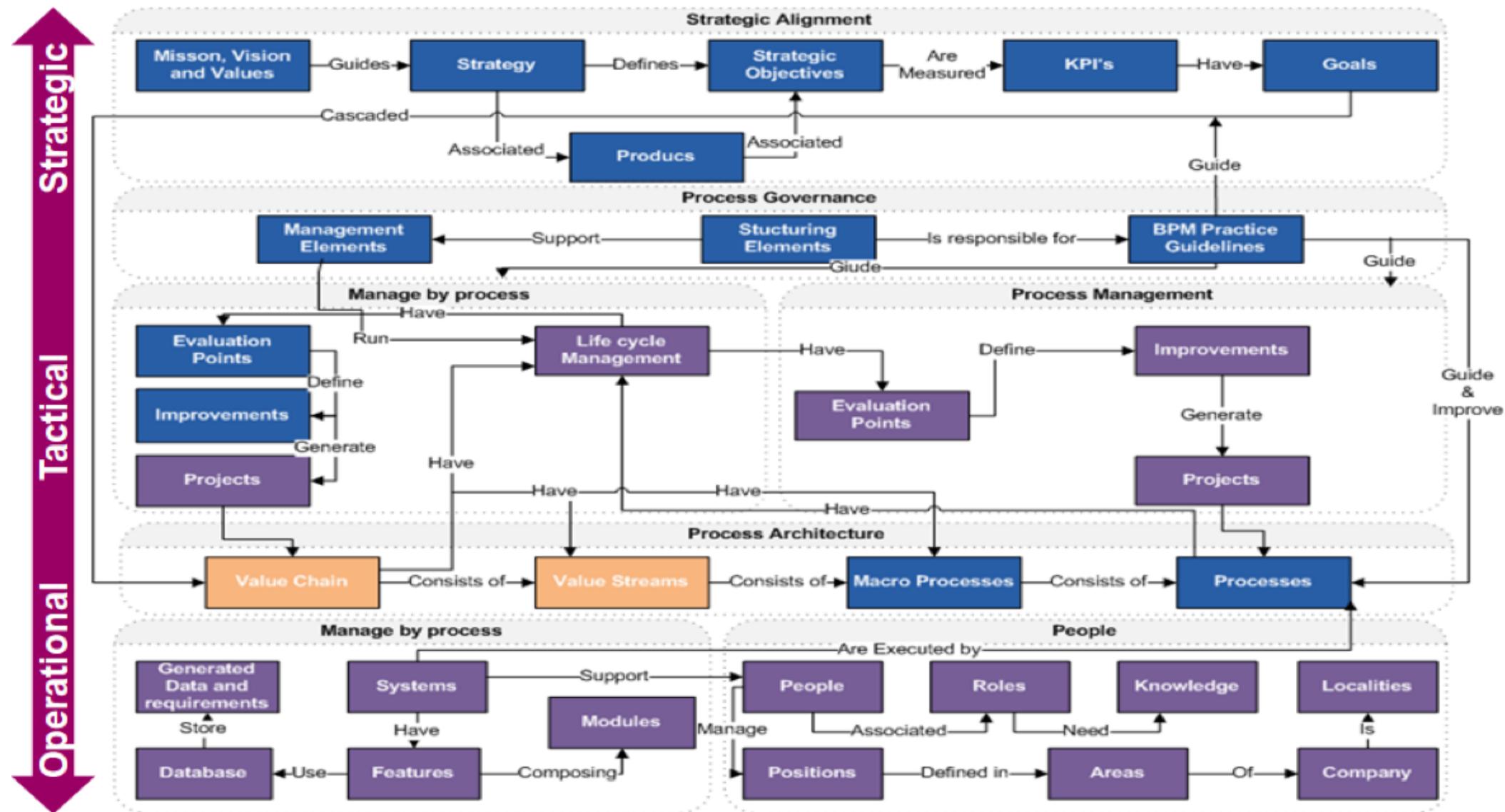


First wave of RPA in insurance : very technology driven approach

Main issues encountered in this first wave of RPA

1. Lack of Steering in terms of project & process follow-up
2. Task automation instead of process automation
3. Lack of Insurance Process Knowledge

Still ... processes should be at the center of this robotics automation



6 potential Use Cases

Process characteristics

- Highly manual and repetitive work
- Rule-based processes
- Electronic Readable Input Types
- Standard Input Types
- Low exceptions rate
- High transaction volumes
- Low System changes



6 potential Use Cases ready for RPA

Front Office
Broker/Customer

- Handling changes in client personal data
- Creation and delivery of insurance certificates

Back Office
Transversal

- Registration of SEPA mandate
- Missing documents reminder process

Front2Back
Core Insurance

- Making a life contract “free of premium”
- New business non life contract (e.g. travel)

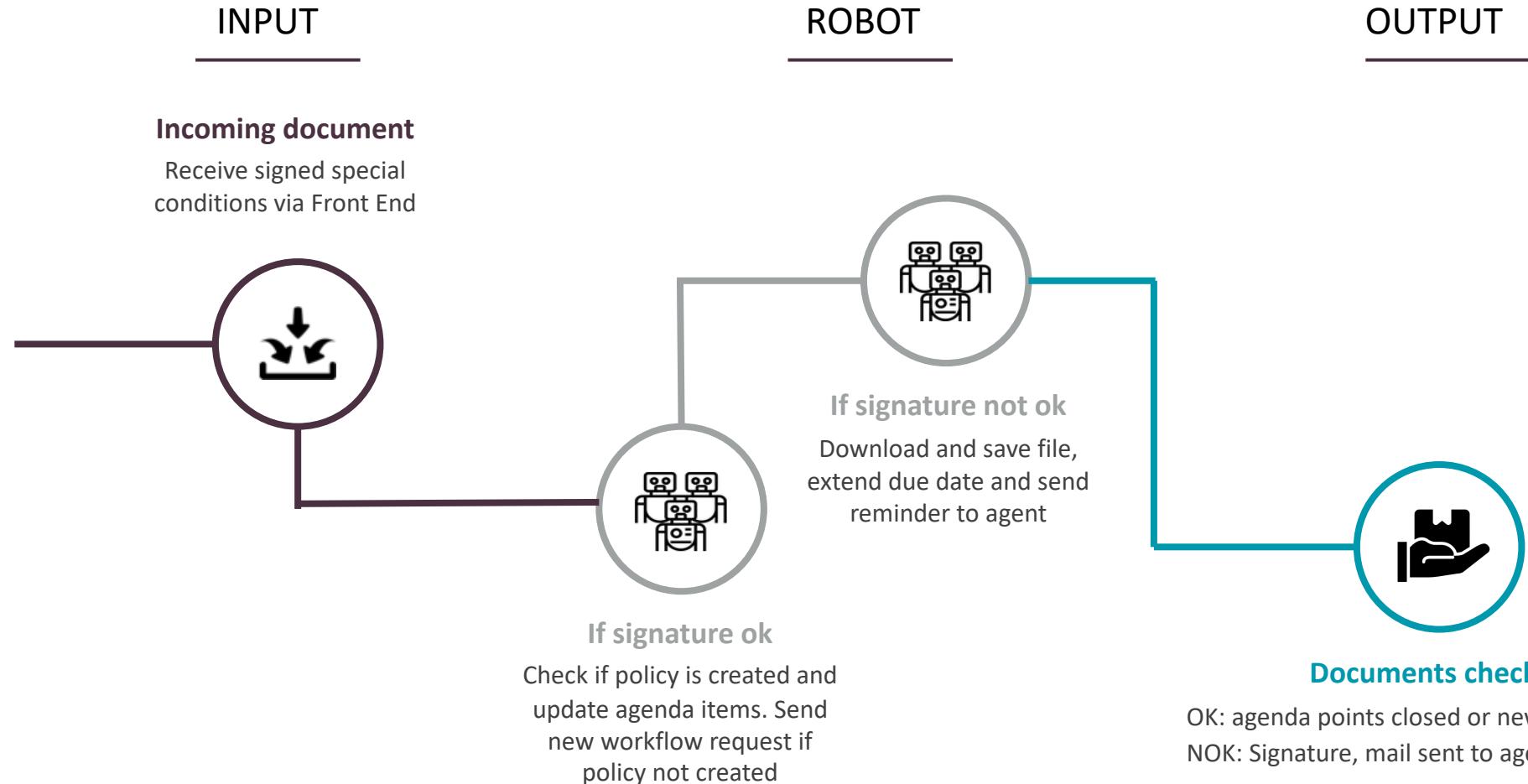
3 delivered Use Cases





Use case 1 : Processing signed documents

 88.150 docs per year
 Average admin time: 5 mins
 Average Robot time: 20 secs



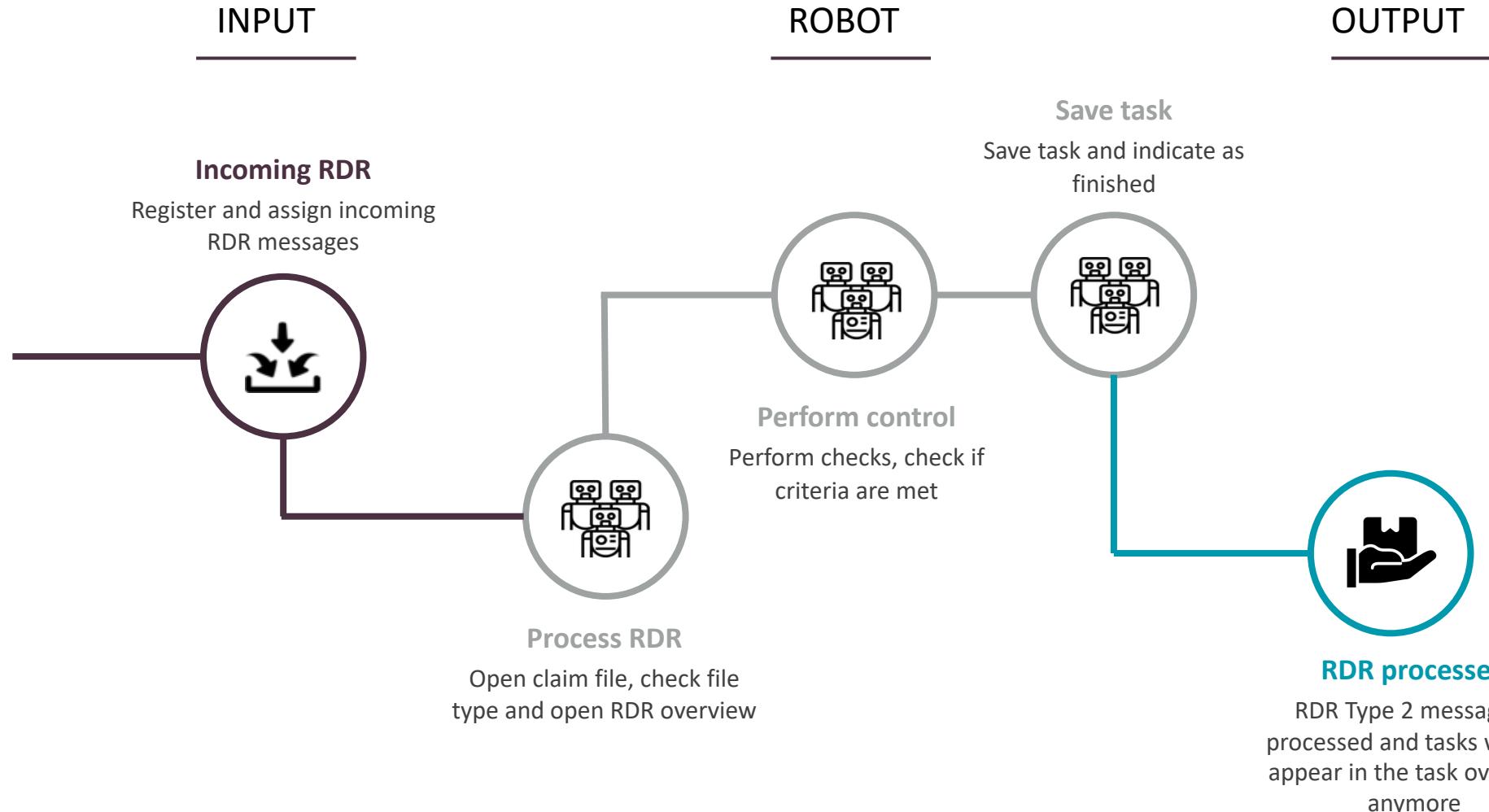


Use case 2 : Car RDR Type 2 message

 17945 messages per year

 Average admin time: 5 mins

 Average Robot time: 1 min



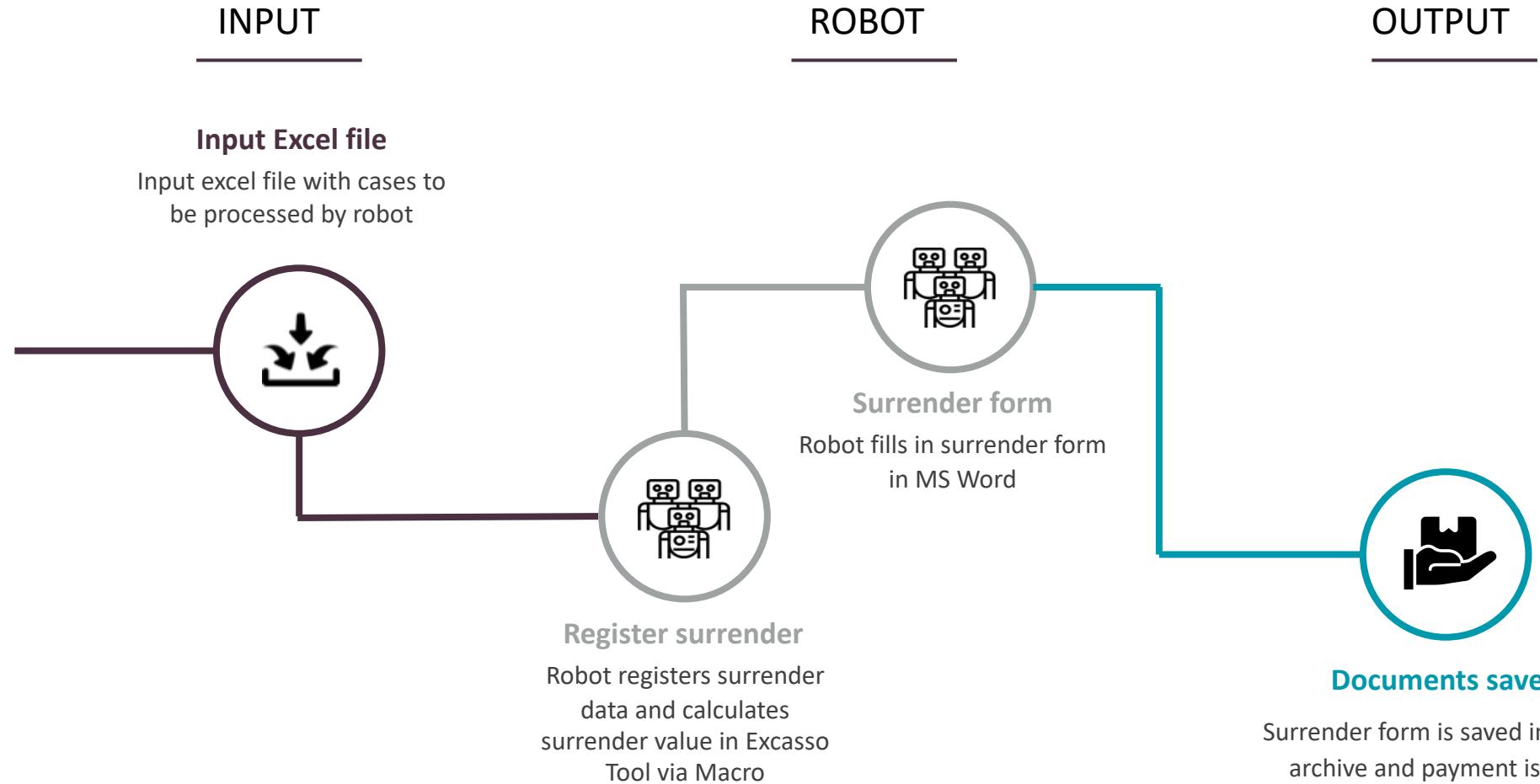


Use case 3 : Surrender Process

 655 cases per month

 Average admin time: 14'00

 Average Robot time: 2'40

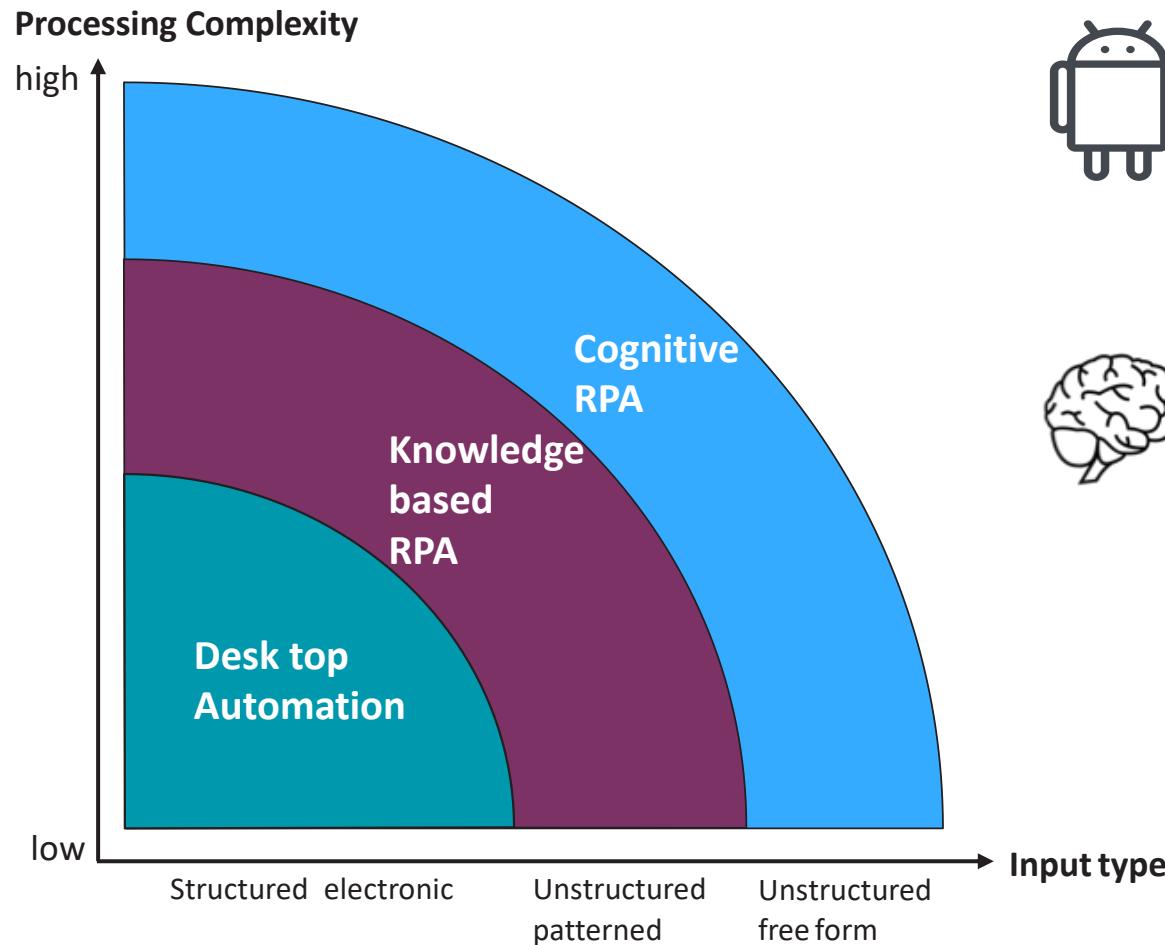


Cognitive Insurance Robotics

the 2nd wave : AI + RPA



Cognitive Insurance Robotics : combining AI + RPA



Knowledge based RPA

- Rule based automation
- Broad application
- Content analytics for processing unstructured data

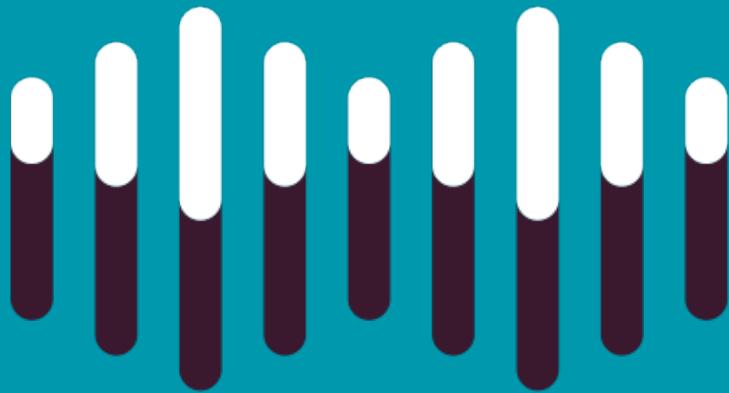


Cognitive RPA

- Cognitive capabilities allow taking **own decisions**
- Non-routine tasks requiring judgement
- Used to **increase value rather than to reduce costs**
- New RPA tools releases with AI capabilities :
 - **IQ Bot** at Automation Anywhere
 - **UiPath** partnership with **ABBYY**



- **UX : an email request (instead of another structured web form) chained with RPA**
- **Reducing process cycle time : AI (sentiment analysis, RL/goal-based) with RPA**



Thank you

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