Hello All

My name is Tanish Goel and I am a student at IIT Kharagpur. I am a summer intern here at Innovation Labs in the domain of product management. This is my final review presentation and I will walk you all through the work I completed during the internship and the knowledge I gained.

These are the contents of the presentation. This is the timeline of the work that was done during the internship.

So, our internship started with a 2 day induction program where we got to meet several full time employees and learned from their experience. We got to know our team and the projects done by them, side by side understanding my role as pm intern here at tata aig.

Next, we moved on to defining the problem statement, where we had 3 options as shown here.

The problem statement of a co-pilot health claims adjudicator seemed untouched and we decided to move forward with the same.

Next we divided our project into phases, the first one included performing market research, identifying the tech stack. Next we compared the OCR and LLM models and tried them on the test document and performed cost analysis and I prepared a document for the same. I also made a Products Requirement document about the same project.

Now, the project has been handed over to the development team because it’s requirement was urgent. I also made a prototype using Figma and have attached a link to the same in the appendix. The wireframes look like- .

Then we moved on to another problem statement, which was basically assisting agents to find premium as fast as possible. We decided to make the tool using telegram bot.

This is how the flow looks like and we tried to make it as user friendly as possible with minimum typing. I’ll show you it’s working video further in the slides.

So, we interacted with the health insurance team to know the necessary fields, designed a flow, and we also deployed it on AWS.

Next, we moved on to Pay as you drive benchmarking and we also got to know how our system works. After the benchmarking, we gave valuable recommendations on how we can excel in the market and make our process better.

After this, I worked alongside Priyesh who is a TPM in innovation labs to create a user guide for claim assure app. This user guide is for the surveyors and garage owners so that they learn the functioning of the app, from logging in to submitting the claim.

As we have come to the end of our internship, this is the highlight of what I learned in the process-

1. I learned how to collaborate with cross functional teams
2. I learned benchmarking techniques, how to create flows
3. I worked with APIs, figma and adobe xd during the intern
4. Most importantly, I learned how to be user centric and solve their problems, make the flow suitable for them.