

InsurTech Probus Insurance Leverages Robotic Process Automation to Accelerate Process Completion Time by 85%

Organization

Mumbai-based InsurTech Probus Insurance believes in delivering value-based, innovative, and competitive solutions to its customers. With over twenty-two insurer partners and its robust Tech-based platform, the company provides an easy and quick insurance buying experience to its customers.

Challenges

The customer found several opportunities to turn manual, time-intensive processes with legacy systems into competitive advantages through increased efficiency and scalability by leveraging automation. The insurance policy renewal department had an immediate need for automating a highly manual task. The staff was involved in manually downloading, segregating, and sharing over 3000 reports for policies due for renewals across regions to respective regional managers (RM), agents (POS), and insured clients.

Solution

The end-to-end process of report generation and policy distribution across regions was automated by Nividous RPA Bots freeing up resources to focus on more productive tasks. The existing WhatsApp business app was utilized to send automated renewal due notifications to respective RMs and insured clients. This automation enabled a significant increase in process efficiency and employee productivity.

Benefits



Processes automated

- Report generation
- Distribution of policies due for renewals
- Automated reminder notifications for policy renewals

Industry

Insurance

Our staff can now offer a more personalized experience to the customers because tedious, menial tasks are now effectively automated using Nividous RPA Bots.

The automation has enabled about an 85% faster turnaround time.

Rakesh Goyal

Director
Probus Insurance Broker Limited

For more information on how insurers use Nividous platform visit:
<https://nividous.com/case-studies#insurance>

Story details

The customer was able to evaluate the potential of Nividous RPA Bots during a proof of concept (POC) that was executed in less than one week. The four-stage process - workshop, scoping, implementation, and roll-out, helped the customer to identify RPA-fit processes and evaluate the product's capabilities.

The Nividous team further established a business case allowing them to identify the expected investment return and to propose the implementation requirements including:

- Operational model
- Technological architecture
- Security schemes
- Governance model

Due to the monotonous work data management between different systems, there was a high risk of missing out on essential renewal documents. High probability of human errors, huge backlog, low productivity, and very long process turnaround time were the primary issues.

The end-to-end process automation, including automated emails and SMS, was implemented in less than three weeks allowing improved efficiency and employee productivity. Timely communication to the respective parties and the elimination of human errors had a tremendous positive impact on the customer's brand value.

Benefits



The future

Intelligent automation now is an integral part of the customer's broader digital transformation goals. They plan to combine human capabilities, RPA, cognitive, and analytics to deliver a world-class experience to their end customers.

About Nividous Platform

Nividous platform is one of the very few platforms that offer key Hyperautomation capabilities out of the box. Robotic Process Automation, Business Process Management and Artificial Intelligence, the key components of Hyperautomation have been developed natively within the platform. This combination of technologies allows for very sophisticated processes to be automated to free human workers from repetitive, mundane tasks.

About Nividous

Nividous is a global software company that specializes in delivering digital process automation solutions that allow enterprises around the world to work at the very peak of their efficiency. The Nividous leadership team has over 25 years' experience delivering over 500 digital process automation solutions in companies and organizations of various sizes around the world. Our success is in our delivery: we're used by more than 50,000 users and are deployed across over 60 engagements.

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