

1st Tech Talk on Data Science and Analytics: Robotic Process Automation (RPA)-transforming insurance industry

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About Blueprism

- Oldest RPA company (2002) – roots in BFSI industry, platform of choice for BFSI industry running mission critical processes with intelligent iron clad security at scale that is centrally managed
- UK Based, only RPA company which is listed in stock exchange (London Stock Exchange)
- Blueprism and Forrester research coined term RPA which is major technology today
- 1000+ Staff, 2500+ Customers, we report only customers at scale
- 99% Customer retention rate
- Only platform driven RPA technology in the industry which is of enterprise scale
- Most Secure, Compliant and Resilient RPA platform in the industry

Digital Transformation Technologies & What It Does

■ Digital vanguards ■ Baseline organizations

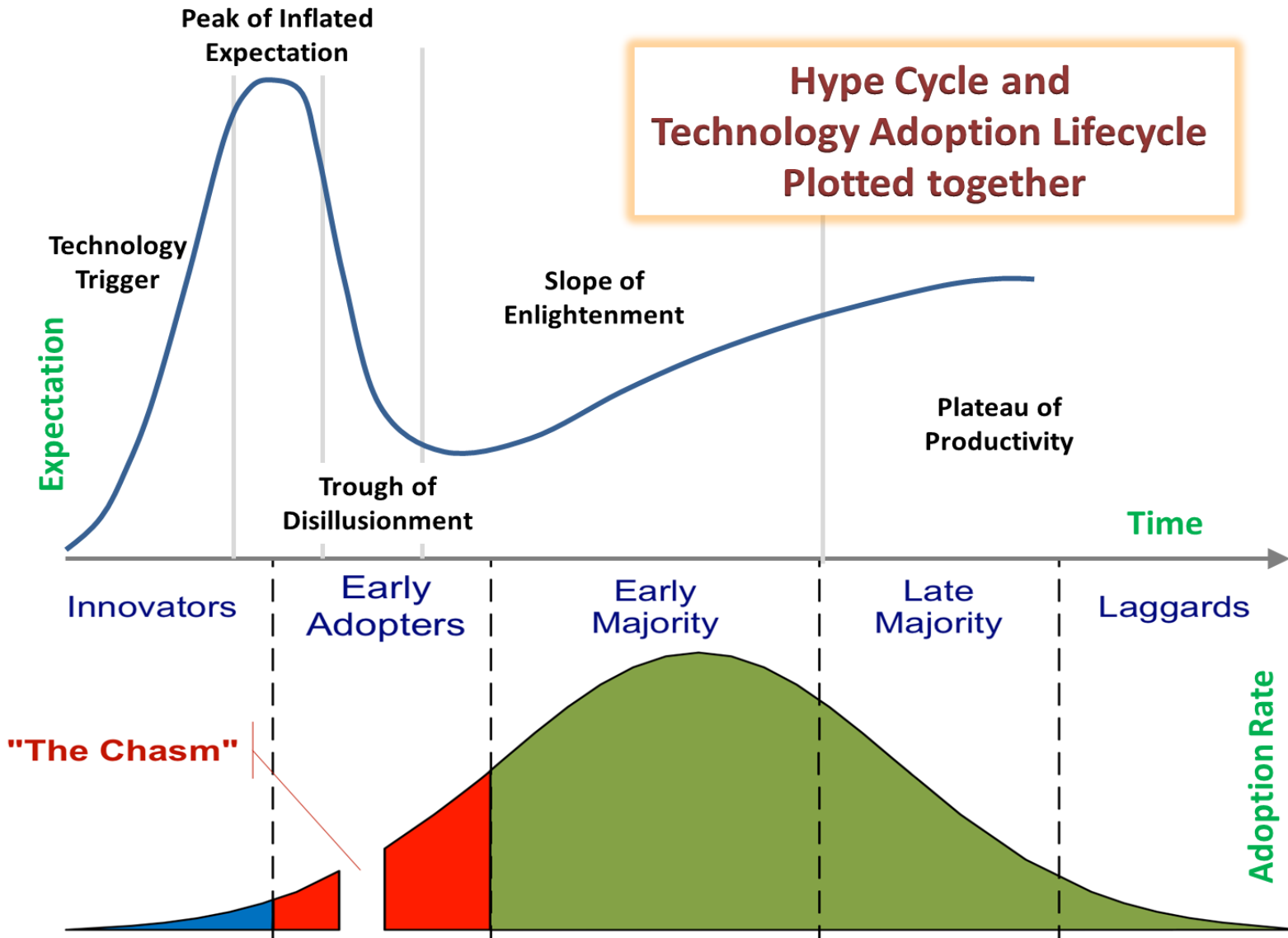


Source Deloitte

Benefits of Digital Transformation

1. Customer Experience
2. Operational Agility
3. Culture & Leadership
4. Workforce Enhancement
5. Digital Technology Integration

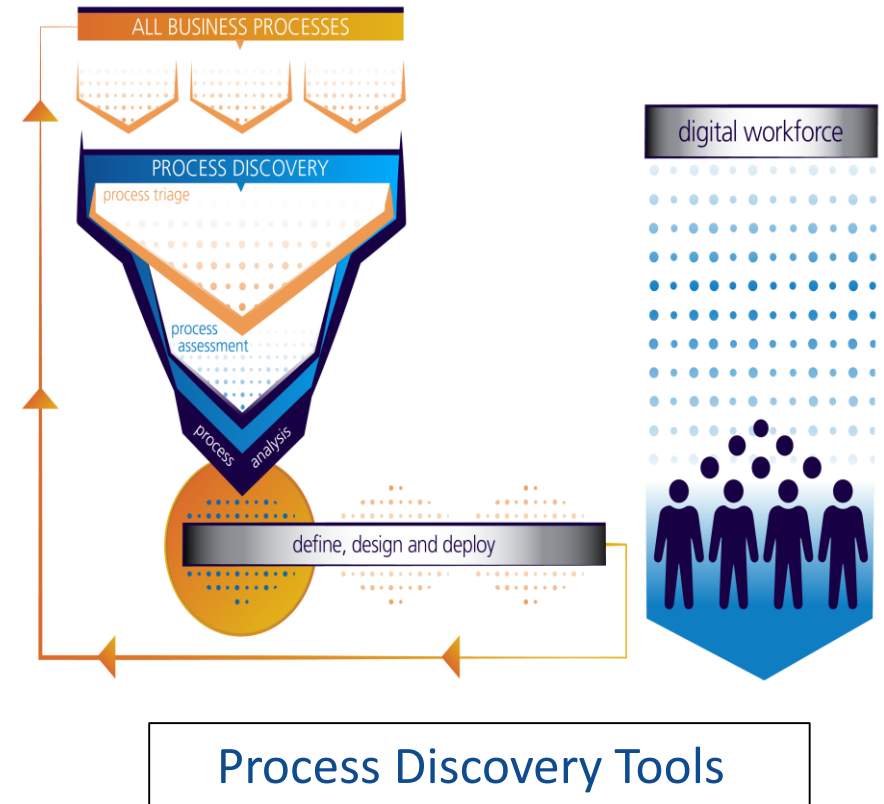
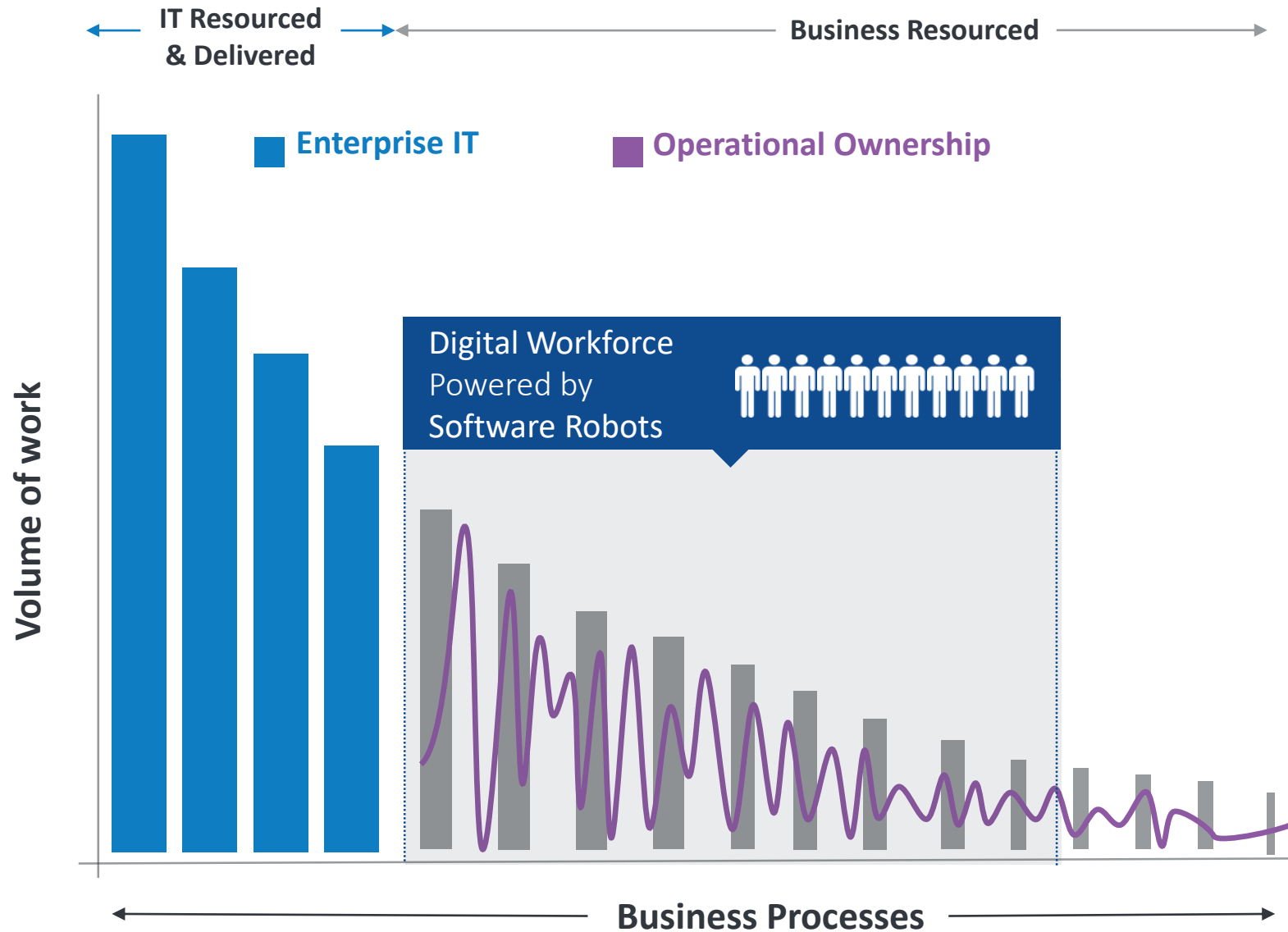
Adoption of RPA



A recent report from professional services firm [Ernst & Young](#) suggests

“30 to 50 percent of RPA projects initially fail. That’s a significant number, but all is not lost for companies looking to implement an automation solution.”

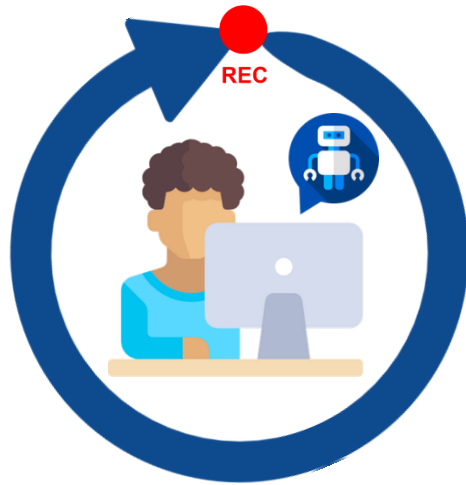
What Do We Automate?



Different Types of RPA

✗ Attended/RDA

- Robot are human dependent
- In COVID like situation robots are dead !!
- Script & Data exposed to human
- Lack of auditability between human vs. robot activity



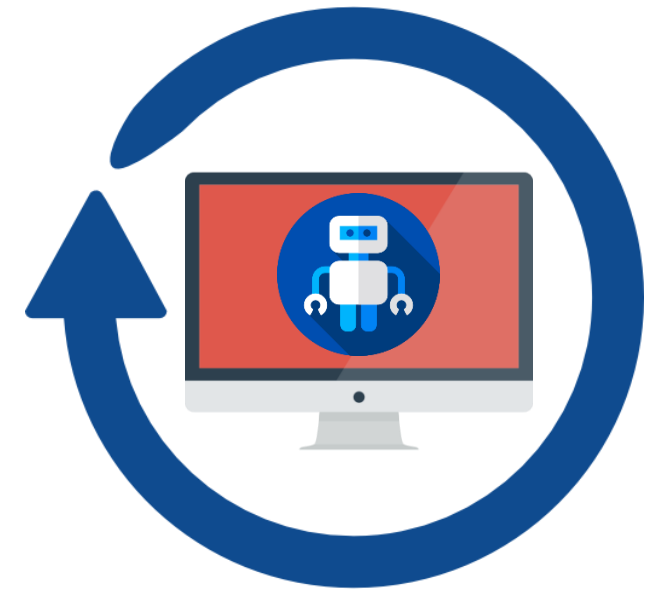
✓ Assisted

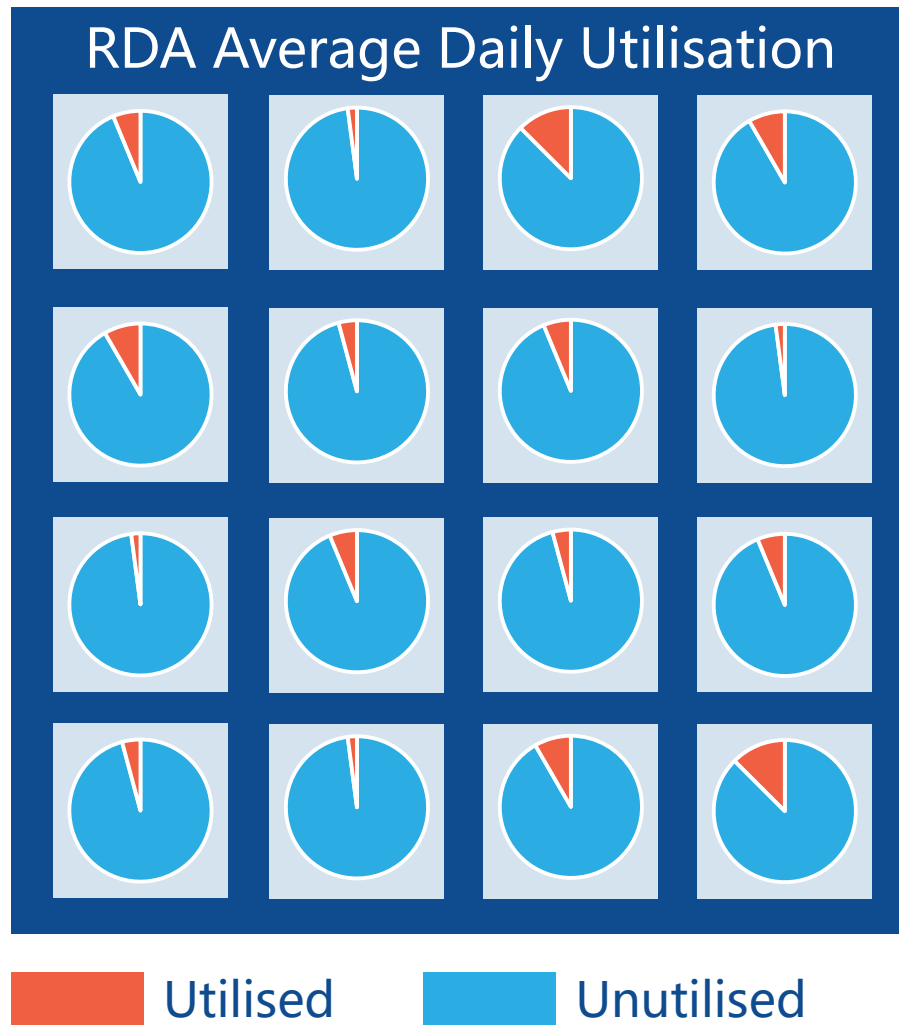
- Robot is co-worker with its own workstation
- Robot interacts through any digital interface (email, SMS, forms, chatbots, voice-to-text, web-services, etc.)
- Can process sensitive data without exposure to human
- Auditability between robot and human



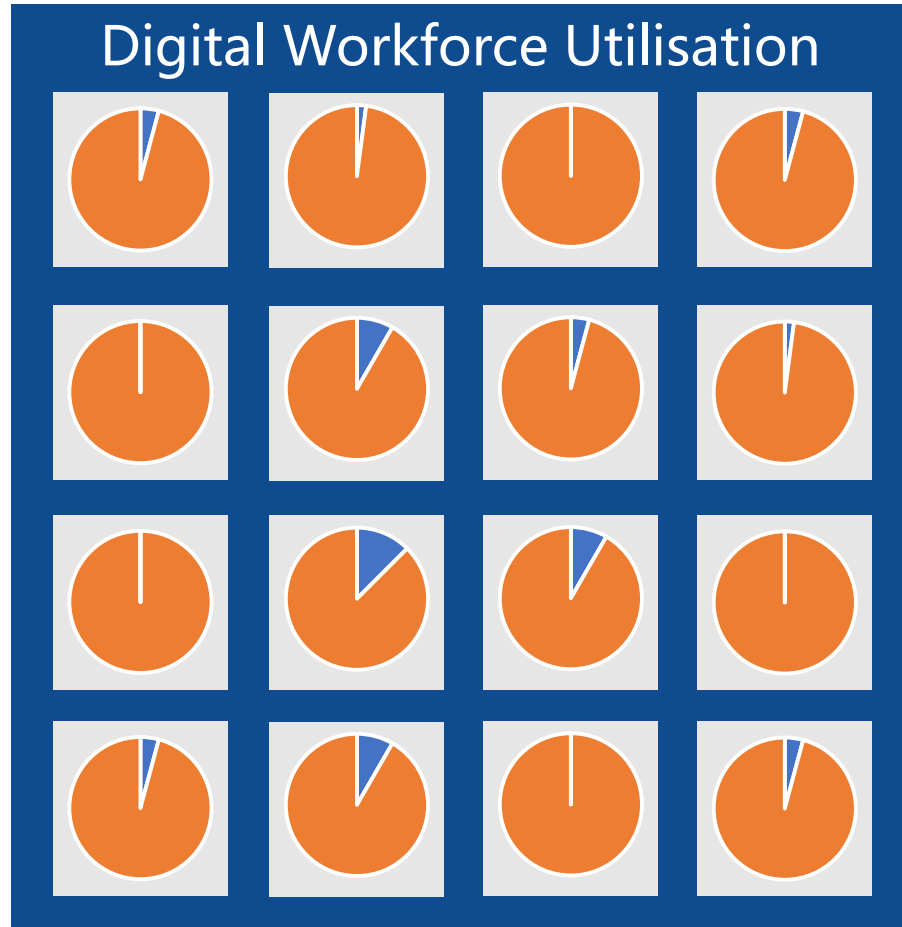
✓ Autonomous

- Work carried out independently on schedules
- Working on secured workstation
- Provides complete audit, compliance, and governance





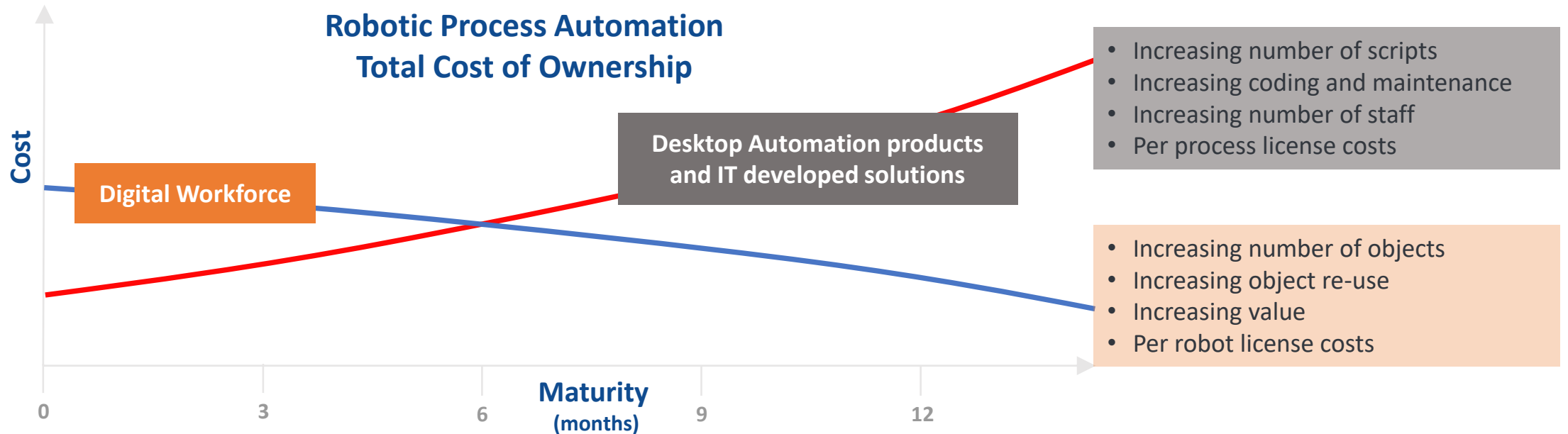
- With Desktop Automation the robot shares the PC and System Log on with the user
- Only the user or the robot can perform work at a time
- The robot cannot perform work if the user is not logged on to the PC, while the user is off sick, on annual leave, or outside office hours
- The robot cannot perform work outside the user's area of expertise
- The user is left to resolve exceptions themselves without any support



Utilised Unutilised

- Digital worker runs on a virtual desktop in a secure server environment
- The digital worker does not share a desktop and has its own system log on
- The digital worker is available 24 hours x 365 days of the year
- The digital worker can perform any business process it has permission to execute
- Exceptions are handled gracefully as part of the orchestrated process by the existing business team

TCO Comparison of RDA/Attended Automation Vs Digital Workforce



Evolution of RPA

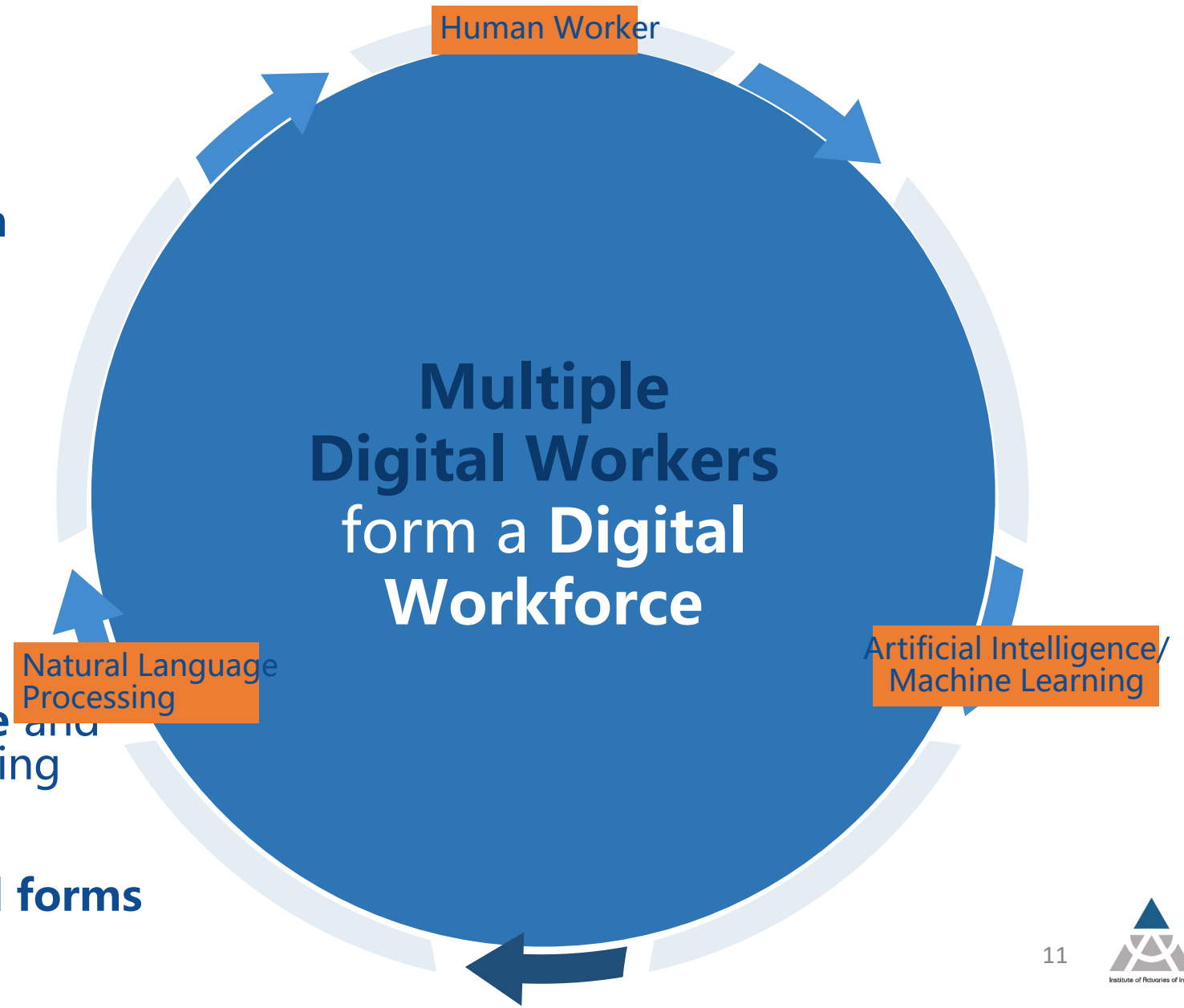
Robotic Process Automation (RPA) Evolution

Driven by significant product innovation over recent years, RPA has evolved from tactical to strategic



What is RPA Digital Worker

- > Can use **any business application that a human can**
.....
- > Works **collaboratively with human** and digital colleagues
.....
- > Faster and Secure
.....
- > **100%** accurate
.....
- > Operates **24/7**
.....
- > Never Makes Mistake
.....
- > **Enhanced by Artificial Intelligence** and Machine Learning for decision making
.....
- > Enhanced by Optical Character Recognition to **read document and forms**



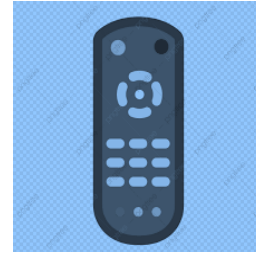
How digital workers gives enterprises business agility?



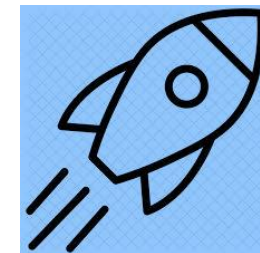
Autonomous



Exception referral to Humans



Remotely controlled



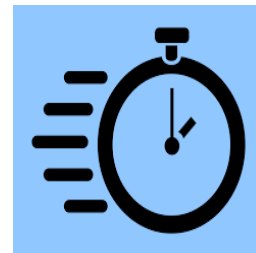
Built for customer, partner, employee



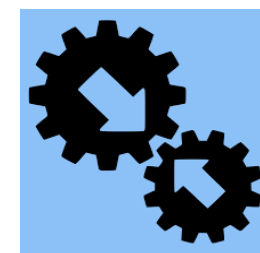
Most secured



Comply with IT policies



Minimal code, faster deployment



Non-intrusive

Fundamental Differences



Scalability

Fully centralized command & control, centrally updated re-usable objects, drag & drop design, expression builder with built-in debug, automatic process design error check, dynamic queue management, multiple process by single robot



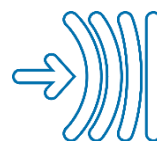
Security

Bank-grade credential management, integration with AD/LDAP, encryption of data in transit/at rest, business-level segregation of object and process permissions, decoupled build & run via granular roles-based access control, integrated password vault, disk level encryption, data masking, and integrated release management



Compliance

Cradle-to-grave object & process change history, visual side-by-side process history comparison, entity-level session logging, system audits, process execution audits, password protected exception screen capture, and no shared desktops

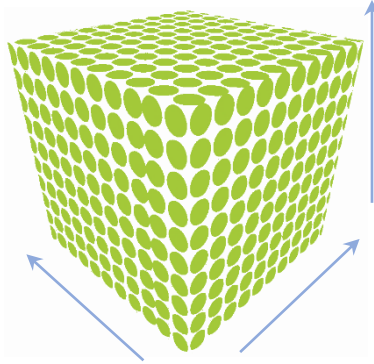


Resilience

Intelligent tracking of underlying application logic, real-time logging to a central database for rollback or hot-failover, no license fee for DR, support for hybrid-cloud infrastructure, no-code exception handling, and build & debug in one studio

TCO Considerations - The Essentials of Enterprise RPA (specially for highly regulated industries like banking, insurance, telecom, pharma, health care)

The Permissions Cube



Environments

Individually controlled environments –

- Development
- Test
- Acceptance
- Production

Groups of Users

- Process Modellers
- Controllers
- Administrators
- Tester
- Schedule Manager



Each environment is separately controlled with distinct permissions and – if required – completely distinct sets of users.

Permissions

- Create / Edit / Delete Processes
- Run / Monitor Processes
- Read Process Logs
- Amend system – archiving, user control, database maintenance
- Import / Export configuration



Release Manager is the sole permission-controlled and audited means of migrating changes from one environment to another



Infrastructure Security

Architected to maximise security – operates in a data centre full oversight and centralised control over users, activity and data



User Access Control

Role based access control that integrates with your Enterprise Identity & Access Management (IAM) systems



Secure Communications

All network traffic protected in transit



Audit

Full audit and oversight over users, robots and platform configuration



Process Audit & Version Control

A full history of all changes made to processes, supporting peer review, deployment control, rollback and forensic audit



Change Management

Enterprise features for release management and controlled promotion to Production environments



Information Security

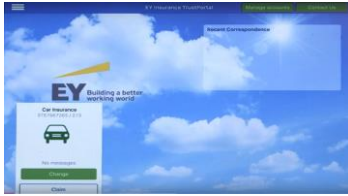
Full data governance over the whole data life cycle, and support for data governance standards such as PCI DSS



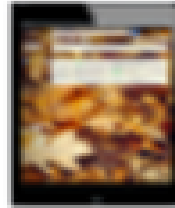
Methodology & Framework

Rigorous procedures and delivery methodology support the proper governance and usage of the platform

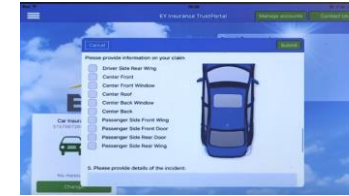
Insurance Industry Solution



Front Office
Productivity



Customer Self-Service
Updates



Back Office
Human in the Loop

Front End



ML OCR of
Claim Evidence



AI for
Claims Decisions

Existing Legacy Systems



RPA



Claims
System



Policy
System



Document
Mgmt



Payment
System



F&A
System

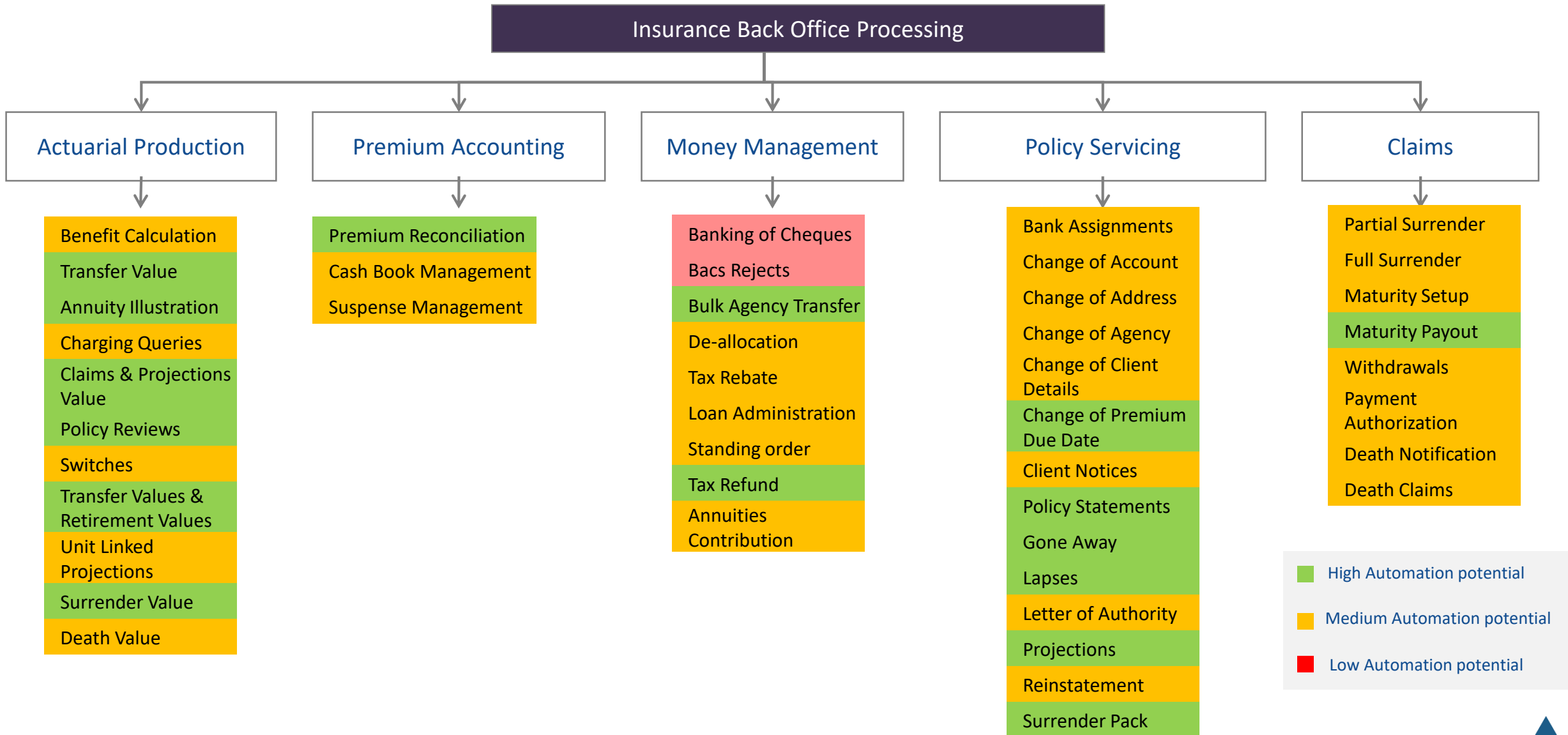


RPA

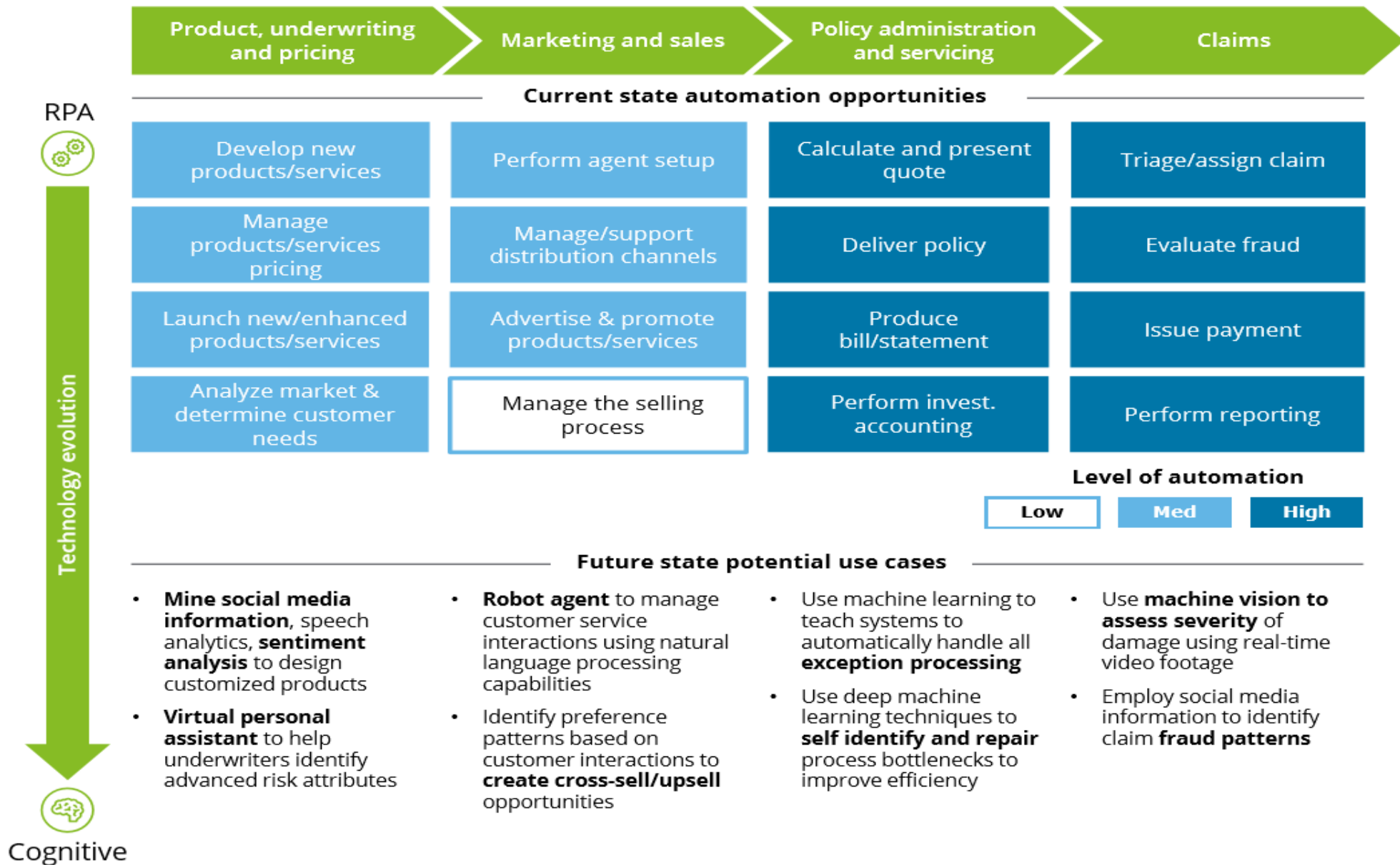
Back End

RPA Based Automation of Most Processes

Use of RPA in Insurance Back Office



Use of RPA in Insurance Back Office



• Examples – claims processing

Claims Processing

- ▶ **FNOL** – enabling first notification of loss through new electronic channels (or registering referrals/hand-offs from brokers & third parties)
- ▶ **Validation of policy details** – initial validation of claims & identifying exceptions for review by underwriters (eg policy discrepancies, late notifications, missing payments, etc)
- ▶ **Broker CUE** - Compares customers' reported claims history with actual history
- ▶ **Dispute referrals** – data collection & hand-off to third party legal, in cases of disputed liability
- ▶ **Estimate maintenance** – Updating estimates when claims are approved
- ▶ **Instructing repairers** – allocation of tasks to approved suppliers based on geography/policy type/value or work/size of existing workload/etc
- ▶ **Re-instruction of suppliers** – reallocating tasks that are returned/declined by suppliers
- ▶ **Routing of Correspondence** – eg routing of blood results & medicines received to underwriters
- ▶ **Supplier chasers** – Chasing suppliers for items out of SLA (eg outstanding quotes/invoices/etc)
- ▶ **Auto-close of claims** - finalization claims with zero liability
- ▶ **Settlements** – payments suppliers, customers and other third parties (eg loss adjusters)
- ▶ **Issuing remittance notices** – Automatic issue of remittance notices to suppliers on payment
- ▶ **SAP Parabis** - Bulk processing of claims data from third party claims handler (on SAP)
- ▶ **Bulk Payments (Motor)** - Updates policies following claims made through third parties
- ▶ **Bulk Recoveries (Motor)** - Updates policies of vehicle recovery fees supplied by 3rd parties.

• Examples – customer services

Sales and Service

- ▶ **Issuing certificates** – Generating and sending correspondence for new or renewed policies.
- ▶ **Sales leads from Insurance Comparison Sites** - Downloads leads from Internet Comparison providers and loads entries to lead management system
- ▶ **Quotations** – providing reassurance quotes to underwriters
- ▶ **Marketing Campaign Support** - High speed response for back office automation to support new product launches, product incentives
- ▶ **Outbound mailings & communications** – for example, cold weather is anticipated, might you wish to extend/enhance your cover?
- ▶ **NCD Evidence Requests** – Automated generation of correspondence to customers and/or other insurers requesting evidence of no-claims-discount (NCD)
- ▶ **NCD Evidence Generation** – Customers requesting repeat issue of NCD evidence can do so via an online form, feeding a Blue Prism robot, negating the need for telephone contact

Sales Administration

- ▶ **Accounts Data Mismatches** across disparate systems. Process investigates and makes requests for new data and updates all relevant records when received
- ▶ **Mid-Term Adjustments** – change of address, beneficiary, adding/removing benefit
- ▶ **Policy administration** – change of bank details, correspondence address, etc
- ▶ **Deceased Notifications** - Processing of insurance policies following notification of a death.

• Examples – support functions

Payments, Credit Management & Recoveries

- ▶ **Cancellations** – Cancellation of policies referred by Credit Control teams
- ▶ **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.
- ▶ **Right of Set-Off** and Debt Recovery
- ▶ **Charge offs** – Referral of debt to third party recovery agencies
- ▶ **Unallocated Cash Report** – Reconciles cash on a report and writes off any cash discrepancy under a certain value.
- ▶ **Premium Reconciliation** - Straight through processing of payments received via multiple channels (Mobile payments, Electronic funds transfer direct deposits, card payments, etc).
- ▶ **Settlements** – payments to suppliers, customers and other third parties (eg loss adjusters)
- ▶ **Bordereaux** – payments

Compliance

- ▶ **Sales Quality Assurance** - Customer data gathering, sampling, reporting on adherence to compliance and rules of sale
- ▶ **Redemptions Processing** - Cross checking to multiple systems for Compliance assurance
- ▶ **Compliance Reporting Automation** - Automated preparation of reports for the PRA