

Top five global Business Processing Outsourcer

Digitizes back office submission processing



TOP FIVE GLOBAL BPO

Headquarters

- USA

Business lines

- Cyber
- Financial Lines
- Professional liability
- Enviromental



"Through this program we have been able to push the boundaries on what is achievable with technology, pushing ourselves to the front of the market"

Underwriting leader

Top five global Business Processing Outsourcer, operates insurance processing operates back office, manual submission processing for multiple insurers. By automating the submission extraction process, they aimed to provide customers with a quicker and lower cost service.

Inspiration

The Outsourcer and their end client wanted to be at the forefront of technological advances and turned to mea platform to help. The Top five global Business Processing Outsourcer used mea Platform's ingestion module to increase data extraction accuracy and reduce costs.

This Agreement

The outsourcer, mea and the end client, agreed the fields that required extracting from submission documents across a wide set of business lines. The process of integrating the the extracted data into multiple end systems was included as part of the implementation.

The process required detailed agreement on fields and significant testing to ensure all upstream and downstream systems were working effectively. Accuracy rates from the AI extraction where initially measured and tracked at a field level to ensure the machine was extracting as anticipated.



"This partnership has enable us to drive down our costs and increase end customer satisfaction"

Innovation leader

Top 5 global BPO

Value Development

This partnership enabled:

- Improved accuracy of data extraction through a machine not human approach
- Speed of turn around time for submissions was accelerated from days to minutes
- Progressive reduction in Quality assurance effort
- Reduced cost across the full process

Through this cooperation, the general insurance and reinsurance group has been able to increase data accuracy, speed and quality of extraction and reduce costs.