



Top five global Business Processing Outsourcer

Top five global Business Processing Outsourcer, operates insurance processing manually. 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.

Arrangement

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 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 were initially measured and tracked at a field level to ensure the machine was extracting as anticipated.

Case Study March 2023

Global P&C Insurer

Headquarters

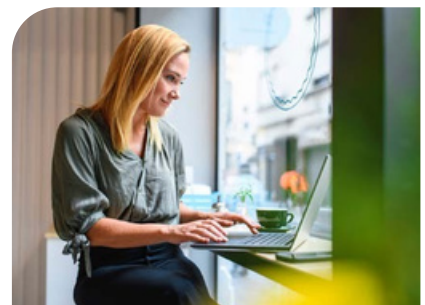
USA

Business lines

Cyber
Financial lines
Professional liability
Environmental

"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





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Value Creation

The partnership with mea Platform allowed the top five global Business Processing Outsourcer to:

- Improve accuracy of data extraction through a machine.
- Accelerate the speed of turnaround time for submissions from days to minutes.
- Reduce progressive effort in Quality assurance.
- Reduce the 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.

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

Innovation leader

Top 5 global BPO

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