

CASE STUDY

Leading
BPM Provider
Achieves **60%**
Reduction in
Manpower Cost

About the Client

Customer is a leading Healthcare service provider to the US based Insurance companies. It provides responses to their end customers for their insurance payment discrepancies' claim. In this scenario,

- We will talk about automation enabled in their VDI (Virtual Desktop Infrastructure) environment by Perpetuuiti which helps them to improve Productivity and reduce Cost with agility.

Their Challenges

- Type of Service/Process – Insurance payment discrepancies' claimed by the customers.
- Average time consumed per ticket – 40 minutes.
- Cost per resource – USD 1500 (250+ resources engaged).
- Human Error Rate of 15% – Declining genuine claims would cause escalations and legal steps.

As the process is manually done, customer faces the following challenges:

- The manual operations lead to delay in executions as well as human errors.
- Financial losses due to manual and operational errors.
- Lot of dependencies on human resources as they are primary execution points for the processes.

The customer evaluated and tried with other automation solution providers to automate their VDI environment for a specific Insurance company – all of these solution providers failed at some point. Being technically adept to overcome the challenges in VDI environment, Perpetuuiti successfully demonstrated the capabilities in PoC. The customer acknowledged the data and process going seamless in VDI automation.



Our Solution

- A leading insurance company in the US processes the payment discrepancies claimed by their customers which gets collated across 6 states.
- Av3ar is able to read the customer information such as last name, first name, customer ID and province from the collated repository.
- Av3ar is able to validate the customer information from the company records to process the discrepancy claim.
- Using the VDI, Av3ar is able to login to the tool and launches the application which has 8 different locations to validate the claim.
- Av3ar fetches the data from the claim form, compares and calculates the values of their monthly payments. If discrepancies are found then it would be escalated to TL else Av3ar updates the status of the claim as completed in the application.

Results And Benefits To Business

- Optimization of the operations in terms of improved efficiency and increased productivity.
- Reduced dependency on human resources thereby eliminating the 15% Human Error Rate.
- Reduced financial losses to the overall business.

Keymetrics

3X	INCREASED EFFICIENCY
78%	REDUCTION IN TIME TO PROCESS ONE CLAIM
60%	REDUCTION IN MANPOWER COST
90%	AUTOMATION ACHIEVEMENT



READY FOR YOUR OWN SUCCESS STORY?

Get in touch with our automation experts and learn how you can fast-track your digital transformation initiatives.

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About Perpetuuiti

Perpetuuiti empowers people and businesses alike. We deliver the world's most-comprehensive and urbane automation platforms making work more human. Our platforms deliver leading-edge automation solutions for modernizing resiliency management, and turbocharging the performance of your applications, IT and business operations at speed and scale to drive exponential efficiencies.

For more information, visit www.ptechnosoft.com