

Global Insurer

End to end case management

Challenge

The client is one of the world's leading insurance companies. The existing processes for their medical management division had grown organically as the department had increased. The case management process was supported by multiple solutions and manual excel processes.

Key information such as case worker productivity was limited. The client was struggling to service new contracts which required SLA tracking and more transparency in service delivery.

Solution

psKINETIC utilised their case management accelerator in Appian to deploy a solution within 8 weeks. This consisted of online referral, workflow and task management.

Subsequent releases were delivered over a 6-month period providing CRM, network management, health surveillance and invoicing modules. The existing finance system did not support APIs or data imports so robotic process automation was used to keep the solutions in sync.

Outcome

- First solution delivered in 8 weeks.
- Full platform implemented within 9 months.
- 50% increase in case work productivity.
- ROI of 3:1.
- New contract wins directly as a result of the new solution.

psKINETIC is a leading provider of Intelligent Automation Solutions for Financial Services.

Our focus is on delivering outcomes and financial return for clients at pace. We don't believe in 'just rip out and replace' – it is too risky and too costly – with our Intelligent Glue we help clients connect and enhance existing systems and processes. Our experienced professionals master a range of automation technologies and we support customers through the full cycle of Design, Build, Run & Optimise.

For more information, visit www.pskineti.com