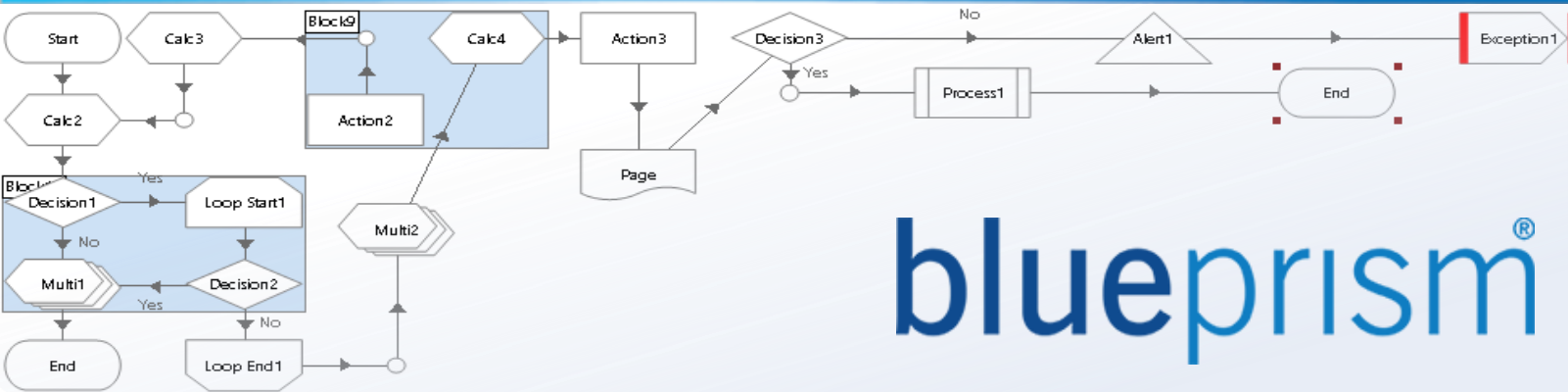


Case Study



blueprism®

Summary of Benefits:

- Need to manually process cases limited to only exceptions (>3%)
- Backlog of pending flagged quotes was completely processed
- Reduction in the amount of errors caused by manual processing
- Faster time to correspondence improves customer experience
- Total quote processing time brought down to under 40 seconds

The Challenge:

The customer receives many policy quote applications from their online application form that lacks required information. These flagged applications had to be manually reviewed by Business Development Consultants so that email requests for required information could be sent to the applicant.

The Solution:

Lateetud used Blue Prism RPA technology to rapidly develop automated processes to reduce the manual workload for the customer's Business Development Consultants. Blue Prism Robots now automatically review and process the flagged quotes, and send emails detailing the needed information and additional questionnaires in customer approved language. Worked policies are also reported by sending a detailed code to the customers message center log. The digital workforce we created eliminated the customers backlog, reduced error, and completely automated all but 3% of the flagged policy cases that the customer's employees had to deal with. The increase in processing speed allows our customer to respond quicker and more accurately to their clients.

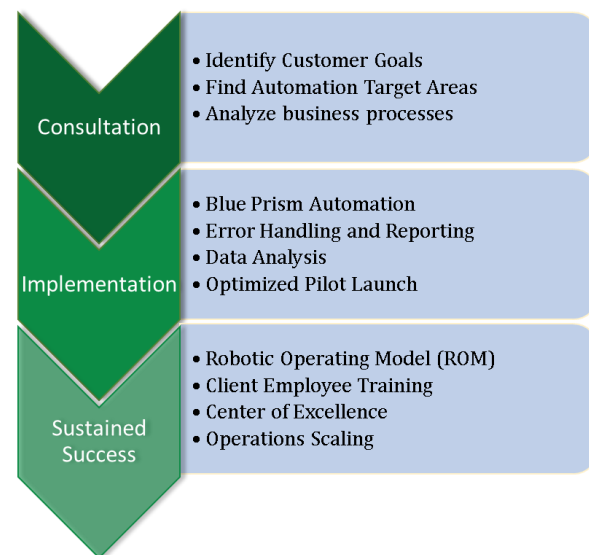
To ensure that our customer can maintain the benefits of our automation solution, we will continue to provide them service by acting as their Center of Excellence. The Robotic Operating Model has already been defined and the customer trained on its function. The Center of Excellence at Lateetud is only a call away if any need arises for the customer.

Lateetud is an award-winning Blue Prism partner providing process automation software and services. We enable Digital Transformation and help customers achieve Operational Excellence through end-to-end automation.

Customer:

A subsidiary of one of the United States' largest insurance federations

Full Service Automation Approach



LATEETUD

A Process Automation Company...