

# Reduced manual efforts by 85% by leveraging Low-code based Pega Platform for automation



## Customer Profile

A leading insurance provider collaborated with us on a project to implement a Pega-driven application for insurance management and claims processing that includes managing Insurance quotations, policies, and Claims of users.

The company catered to users from diverse verticals such as Health, Marine, Fire, and Corporate Insurance.



## Critical Business Issues

The Client was facing some business and operational challenges, likely to slow their growth. Some of the challenges they faced, which impacted a smooth experience for both their customers and the Insurance team, include:

- On receiving a quote, policy, or claim application, the company needed to verify the client's personal details
- Should complete the AML
- Real-time assessment of the fraud and sanction details for a smooth experience for both the client and the company insurance team



## Solution Delivered

Our expert team worked closely with the client team to deliver the solution using Pega Platform capabilities. As a result, the complete process is streamlined and made more efficient with Pega-driven application development.

### The different stages of the process comprised:

- When a lead is received through phone, email, or in person, an agent-driven systematic process is initiated
- The process then provides a quote to the user
- Then follows multiple automatic and manual validations and verifications steps
- Finally, the quote which the user receives is then converted into a policy



## Benefits Received

The Pega application development enabled our client to increase productivity with a justified digital investment, improving their efficiency in the long run. The positive outcomes of the application were:

- The efficient and robust Pega Platform provides a seamless experience for the agents and underwriters
- Reduced 85% of manual effort by automating multiple validation and verification steps
- Detailed reporting for internal and external auditing and finance calculations
- Modern UX helped in reducing policy and claim processing time by 40%

## About Conneqt Digital

Led by industry veterans with years of deep domain expertise, Conneqt Digital delivers tangible business outcomes with our efficient digital transformation initiatives. Commitment toward continuous excellence and a customer-first approach made us the strategic, trusted partner to revamp and reimagine the digital transformation journey of over 200 clients.

We help our clients **grow Revenues**, **enable Efficiencies**, and **enhance their Digital Experience**.

