

# Specialist Insurer Boosts Efficiency and Slashes Claim Processing Times through Automation

This specialist insurer uses Kofax RPA™, alongside Kofax Capture and Kofax Transformation, to increase back-office efficiency and boost employee skills. The organization has deployed 25 smart software robots across eight departments, each saving the company 120 hours of high-paid work per year and marking an organization-wide culture shift towards robotic process automation.

**1 hour**  
To Create First Robot

**Boosts**  
Back-Office Efficiency

**2,000 hours**  
Of Work Saved Annually

*Work Like Tomorrow.™*

**KOFAX**

## Case Study

### Meet the Company

This specialist insurer offers competitively priced coverage and 24/7 online claims management to its clients in North America.

### Products in Use

Kofax RPA™  
Kofax Capture™  
Kofax Transformation™

### Focus

Robotic Process Automation, Claims Processing, Customer Engagement, Desktop Automation, Data Aggregation, Web Data Extraction

## Challenge

Accidents can happen even in the safest workplaces, and when things go wrong, employees need affordable, long-term insurance and protection. In North America, this specialist insurer provides workers with the compensation they need to get back on their feet.

A spokesperson for the specialist insurer explained, “We provide insurance to many employers in North America, as well as offering safety resources and training to keep worksites safe. We are always looking for innovative ways to become more efficient while remaining attentive to the needs of our own staff.”

The company’s operations were running on some legacy applications, and employees performed many business processes manually. The organization realized that it stood to benefit from updating its Enterprise Content Management (ECM) system.

“We were using a home-built ECM system for many important business processes,” said the spokesperson. “The solution still used a significant amount of legacy code, and so required an integration layer to sit on top of it.”

The spokesperson added, “We had already been leveraging Kofax RPA to help with that process, and it had worked great for us, but we thought there was still untapped potential there, in automating what would otherwise be manual tasks.”

The spokesperson continued, “We were also excited by the potential of predictive analysis. Because we have so many medical records, we realized that we could turn the data from previous injuries and claims into guidance on how to process similar claims in the future. The advantage of that would be the elimination of some of the uncertainty when dealing with a claim, which could allow us to process claims faster.

“We were interested in the potential for AI models to provide data-driven claims processing for us, but of course an AI model has to be fed by something, and a smart software robot fits the bill perfectly. It was this series of factors that led us to start exploring the full potential of the Kofax solutions.”

## Solution

A long-time user of both Kofax Capture and Kofax Transformation, the company decided to use these solutions, as well as the Kofax RPA platform, to build smart software robots that would allow it to streamline core business processes.

“One task our HR department used to perform manually involved searching GitHub for people with the qualifications we need,” recalled the spokesperson. “We thought it was a process that could potentially be automated by a smart software robot, so two members of our quality assurance [QA] department sat down with Kofax and our business partner to explore the technology.

“Within one hour, we had created a robot that could bring us all the email addresses of people on Github with a certain skill. Within another hour, the robot was able to fetch not just emails, but entire profiles of potential employees with the skills we needed. At that point, we realized we were really on to something: a job that previously took our HR department 12 to 15 hours a month was now being done automatically in less than a minute.”

## Case Study

After the success of its first smart software robot, the insurer began building robots for its other departments.

“After we created that first HR robot, we branched out into the rest of the organization,” said the spokesperson. “Our next project was a series of robots designed to resolve discrepancies between HR and finance. This had previously been a manual process where the two departments would have to keep their spreadsheets aligned with one another, and it involved a lot of back-and-forth to reconcile any differences. We ended up creating a family of five robots that could grab the content from all these spreadsheets and generate a report of any discrepancies, which the finance team could then follow up on. Again, we eliminated around 12 hours a month of work, allowing the finance team to focus their efforts on more productive tasks.”

The company also built web search term robots to streamline the creation of corporate reports, allowing its legal and executive departments to more easily keep track of developments in the field.

“Our communications department need to keep on top of developments in the legislative and court system, and our executive board need to stay on top of industry trends more generally,” said the spokesperson. “In the past, our solution to this was to have people manually tracking the relevant sources and assembling stories into regular newsletters. With Kofax RPA, we were able to create robots to gather all the stories on Google featuring certain key words, and then generate a document containing the relevant articles. Someone still needs to sort through the articles the robots have found and create the newsletter, but again, we’ve shaved a lot of busy-work off the process.”

**“Before we implemented smart software robots from Kofax, a typical claim would take around 26 days to process. Now a claim takes between 24 and 48 hours to process, and we are processing thousands of claims a day.”**

**Spokesperson, specialist insurer**

But the most dramatic change for the insurer since implementing Kofax RPA has been the reduction in claims processing times.

“Before we implemented a package of Kofax software solutions, including smart software robots, a typical claim would take around 26 days to process and pay out to the customer,” recalled the spokesperson. “Now a claim takes between 24 and 48 hours to process, and we are processing thousands of claims a day. Our next focus with the latest release of Kofax RPA is to begin using predictive analysis and AI to guide decision-making. In this department, Kofax RPA won’t just save us time, it will allow us to bring our customers the compensation they deserve more quickly and more reliably, which is the core purpose of our organization. Currently, we have 25 robots deployed across eight departments”

### Results

Since embracing robotic process automation, the insurer has made significant savings in business process times across the board, as well as driving an organization-wide culture change towards automation and improved engineering skills.

“Each of our 25 robots saves our highly skilled employees an average of 120 hours of work per year,” said the spokesperson. “That translates to an overall annual saving of around 2,000 hours of work. That’s a lot of hours, and the effect it has had on our organization has been transformational. Not only are the various teams now free to focus on more value-add tasks, some of them have been able to develop new skills in robotic engineering.”

The company’s first robot was built with the help of two QA analysts, and in the process of deploying further robots these employees have been able to diversify their skillsets into robotics engineering more generally.

“There’s sometimes a fear that robots will take people’s jobs, or make them less necessary,” said the spokesperson. “In our experience, the opposite is true. The employees who helped us develop our first smart software robot became so interested in the technology, they not only helped us deploy subsequent robots, but are now actively pursuing careers in robotics.”

**“The Kofax solution has done nothing but add value; to the organization, to our customers, and to the careers of our own staff.”**

#### Spokesperson, specialist insurer

The spokesperson concluded, “The Kofax solution has done nothing but add value; to the organization, to our customers, and to the careers of our own staff. The power of Kofax RPA has been a complete game-changer for us, and we are confident that the robots we build will continue to help us create faster, smarter, more reliable services for many years to come.”

[Read more stories of success from our global customers at kofax.com](#)

*Work Like Tomorrow.™*