# A Leading Insurance Company from the Middle East Achieves Near 100% Accuracy in Data Extraction & Expedites its Data Validation Process with Acuvate's AI & Automation Solution

## About the Client:

The client is a leading insurance player in the UAE market, offering solutions under three key segments: the General Insurance segment, Life segment, and the Investment segment. With over 37 years of experience in the insurance domain, the Company fully understands the evolving customers' needs, and offers various innovative risk solutions to cater to them.

## Intensive paperwork was coming in the way of efficiency

The insurance industry, by its very nature, is highly document intensive. A large number of insurance data and documents are required to be processed on a day-to-day basis, which typically takes a toll on the company's efficiency.

**Below listed were a few key challenges our customer faced -**

### Manual way of validation

Almost all the document validation was being done manually. After the physical forms were filled, they were scanned and uploaded using the customer portal. This made the process quite tedious and time-consuming. Also, the manual way of validation was more prone to errors and severely impacted the turnaround time which was as high as 30 minutes per claim form in English and 2-3 days in Arabic.

### Language constraints

The vast pool of data to be validated was available in a variety of different languages, other than English. This implied that all this data was first required to be translated in a common chosen language, i.e., English, before undergoing validation.

### Extensive data to be validated

With a high volume of insurance documents being generated each day, data across all these different documents is required to be validated. The high intensity of data made validation an extremely lengthy and cumbersome process.

### Extensive training

Due to the complex process, the company had to spend an additional 2-3 weeks on training personnel in charge of claim validation.

# The Azure Form Recognizer, among other AI-based automation solutions, enabled better document efficiency

The company had been actively looking for a solution which could streamline and steadfast their data validation process, along with overcoming other aforementioned challenges. Acuvate helped the client adopt and implement its cutting-edge technology solution that cleared the various roadblocks and led them towards the path of success.

## Automatic document classification

Users can now quickly upload all documents with sheer ease. Once uploaded, the solution automatically identifies and classifies all these documents as per their different nature, with 100% accuracy.

## Possibility of manual data validation

The advanced solution also gives an option to the users to validate and update the content manually, in case required.

## Easy document approval

Role-based access for document approval makes the process easy.

## Streamlined claims process

A drag and drop, scanned form is generated to create a claim request. A claim timeline provides the exact, accurate status for each claim.

## Automated document validation

Data across all documents is automatically validated, based on a set of configured business rules. Moreover, based on confidence scores, the data is further extracted and picked up for next-level validation. Information of the pending documents is also readily furnished.

## Highlight validation failure

In case the data is unable to be validated, the solution promptly highlights the reasons for failure. This enables users to take immediate, corrective measures/actions.

## Automated language translation

All the text and data available in Non-English languages is now automatically translated into English. Moreover, the user is also able to view both the versions of the text, original (non-translated) and translated, for a better command over data.

## Solution Highlights

| | | |
|---|---|---|
| Artificial Intelligent (AI) based automation solution | Instant documents check to ensure completeness using Microsoft Computer Vision Services | on of data from the submitted forms using Microsoft Forms Recogniser Technology. |
| Instant data validation (< 3 mins) based on defined business rules. | Trigger business process workflow after validation using Microsoft Power Automate. | Multilingual support (English & Arabic) |

# Technologies at play

**Azure**
Form Recognizer Service

**Microsoft**
Computer Vision Service

**Translator Service**

# Outcomes

Acuvate's best-in-class AI and automation solution reaped the following benefits for the client:

## Reduction in manual errors

Manual intervention in the process **reduced by at least 70%**. As the voluminous data began to be validated automatically, there has been a stark reduction in the number of manual errors. The efficacy of the results thereby **improved with near 85-100% accuracy in handwritten and near 100% accuracy in printed forms** respectively.

## Quick data translation

As the entire dataset gets seamlessly translated into English language, data validation becomes a quick, hassle-free process. Also, the translation feature brought the **data verification time down from 15 minutes to 2-5 minutes**. More importantly, the company could now **support both English and Arabic claim forms instantly** and with ease.

## The overall claim forms validation time reduced to 3 minutes as opposed to the earlier 30 minutes - 2 working days.

## Personnel could hit the ground running

Due to automation of the most cumbersome processes in the claim validation cycle, **no more additional personnel training** was required for them to start contributing.

# Come Onboard with Acuvate for Enhanced Operational Efficiency and a Greater ROI

Acuvate is a global software service provider with over 15 years of experience in offering a wide array of next-generation digital and consulting services. All of the company's business offerings are aimed at modernizing, automating and supporting enterprise applications, IT systems, and infrastructure. Acuvate truly believes in innovation and makes use of new-age technologies such as AI, Advanced Analytics, Intranets, content migration & modernization, etc to rapidly transform businesses across the globe.

Acuvate is a Microsoft Gold Certified Partner, having successfully transformed 200+ reputed enterprises globally, including various Fortune 500 companies.

www.acuvate.com     info@acuvate.com