

AI Automation

Overview e
Cases de Sucesso



AI Automation

Highlights



+80 profissionais



+15 years of experience in intelligent process automation, encompassing AI, BPM and RPA Agents.

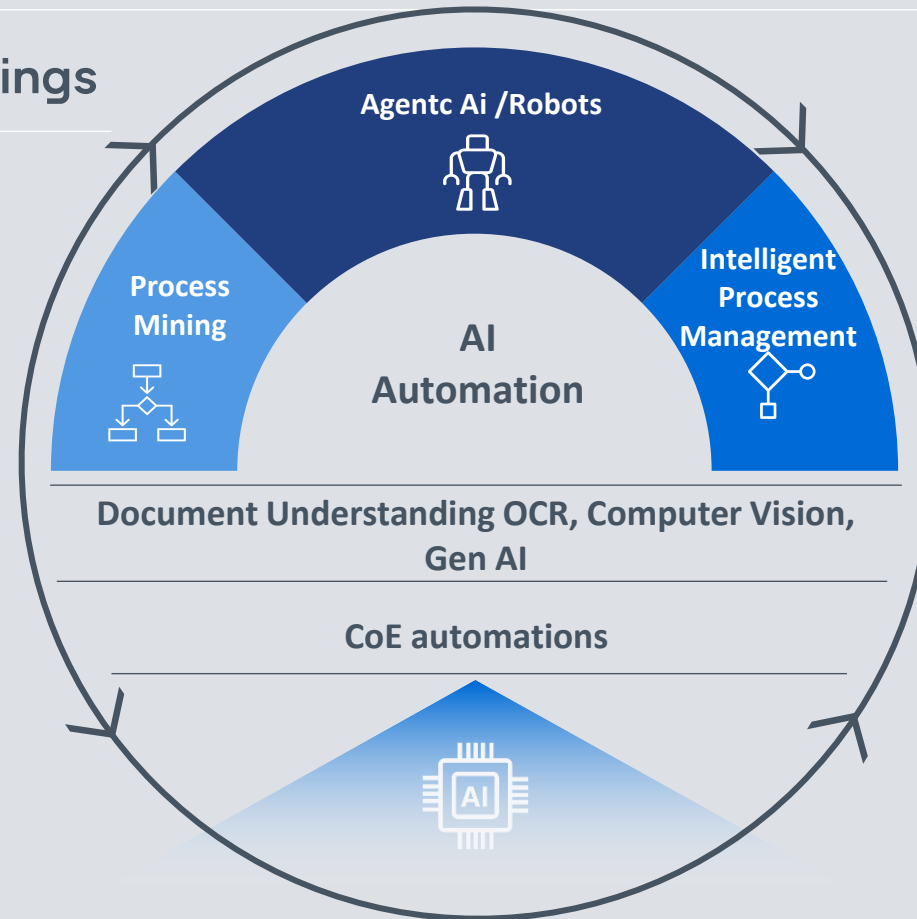


Specialized in building process automation solutions, having certification in several market-leading tools

Key Capabilities

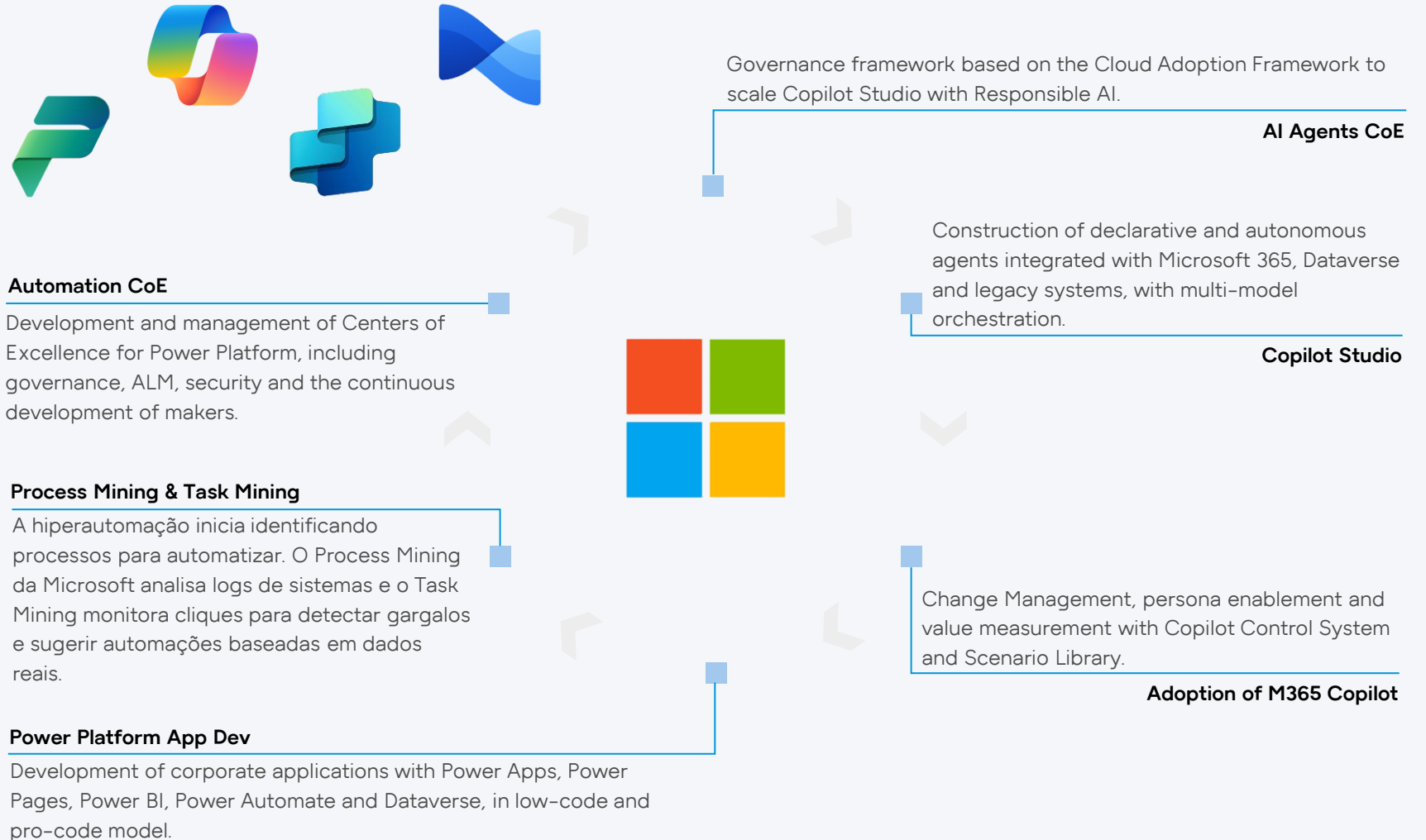
End-to-end validation at all layers of the business application, ensuring process improvement and automation with AI.

Offerings



Microsoft Intelligent Automation

We drive digital transformation using the Microsoft AI and automation stack, providing large-scale governance, development, and adoption, ranging from citizen developer to autonomous agents.



Insurance Company

FRONT AUTOMATION:

Quotation, policy, claims, extraction of customized reports, financial and registration of providers/policyholders in a legacy system.



Financial savings by reducing process execution time



End Customer Satisfaction by a Service SLA Reduced by Up to 30%



Total uptime reduced by up to 55%

CLOUD



PLATFORM ENGINEERING



THE CHALLENGE

THE NEED FOR A STRATEGIC SOLUTION

Esta seguradora espanhola implementou soluções de bpm para controle de fluxo de trabalho e rpa para automação de tarefas baseadas em regras, utilizando solução microsoft e uipath;

- Most processes had no definition, so we mapped and improved the process before automation. We ensured that the process would perform better by going through as few steps as possible, eliminating systemic bureaucracy.

THE ENGAGEMENT

Aligning technology with the business

- Automation of Policy processes (Creation, Allocation of Deductibles, Cancellation and Renewal);
- Process mapping and solution design with Keyusers;
- Automation of the Claims process (Update of Claim Data, Follow Up of the Claim for the Insured, Follow Up of Parts for the Workshop);
- Automation of financial processes such as Second Copy of Document and Sending of Pending Notification to Brokers;
- Automation of Master Data as Registration of Providers and Insured.

THE BENEFITS

Compliant solution delivers sustainable benefits

- Greater control of managers over the process, allowing them to understand at what stage each claim was;
- Reduction of customer service time;
- The project allowed the insurer to change its mindset of automation effectiveness, raising the level of resilience in the execution of processes to 97%;
- The project provided a significant financial reduction for the impacted teams, making it possible to increase the contingent without new hires.