

Case Study: AI Solutions/Insurance

Insurance Claims Optimization with Intelligent Automation

Business Challenges

An established insurance company encountered several challenges in processing home and industrial insurance policies, primarily due to the complexities of navigating intricate clauses and verbiage. The diverse types of documents involved in each policy required thorough validation before claim processing, leading to extended processing times. The manual review process was error-prone, often resulting in delays and an increased workload for the adjusters. Moreover, ensuring consistency and compliance across different policy types while adhering to regulatory standards added another layer of complexity. To address these challenges, the company sought to streamline the process, aiming to reduce errors, speed up processing, and ensure compliance.

What We Did

Primus successfully developed and implemented a comprehensive solution that included LLM-agnostic information retrieval, enabling precise extraction of relevant data from policy documents in response to user queries. We implemented a citation mechanism to ensure that all information is traceable and reliable. The process also enhanced the system's adaptability to handle diverse policy structures and document types, ensuring that our solution could meet the client's diverse needs.

Business Benefits

- **Efficiency Gains:** Streamlined the navigation and processing of insurance policies results in faster and more efficient claim resolutions.
- **Increased Accuracy:** Improved accuracy in retrieving policy details, making the claim processing process more reliable and consistent.
- **Error Reduction:** Enhanced efficiency in handling complex policy documents, reducing the likelihood of errors and ensuring compliance with regulatory standards.
- **Scalable Solution:** Provides a scalable solution that can adapt to various policy types, ensuring long-term value and flexibility for the client.

Technologies Used

- Python: For backend processing and integration tasks.
- Open AI: To power language models for information retrieval.
- React: For building interactive user interfaces.
- .Net: For server-side processing and integration.
- Azure Bus Service: To handle messaging and service bus operations.
- Adobe Extract API: For document extraction and data processing.
- AI and machine learning algorithms for automated claims processing and policy navigation.
- Natural Language Processing (NLP) to interpret and present complex policy information in an understandable format.
- Cloud-based infrastructure for scalable and secure data management.

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About Primus

Primus is a trusted technology solutions leader dedicated to serving its partners for nearly 30 years with exceptional solutions that enhance business efficiency, increase productivity, and boost profitability. Our comprehensive suite of services includes Enterprise Data Solutions, Intelligent Automation Solutions, Cloud Engineering Solutions, Mobile Solutions, and Staffing Solutions, catering to various industry verticals such as Healthcare, Insurance, Telecommunications, Logistics, Food & Beverage, Media, Automotive, Real Estate, Manufacturing, Banking & Finance, and Energy.

About Primus Intelligent Automation Practice

At Primus, our IA Practice leverages advanced technologies to empower organizations in their digital transformation efforts. By leveraging cutting-edge tools and solutions, we help businesses streamline operations, enhance process efficiency, drive innovation, and deliver measured impact and ROI to business. Our expertise in Intelligent Automation and hyperautomation ensures that companies can navigate the complexities of digital change, achieving significant improvements in performance and maintaining a competitive edge in today's fast-paced market.

Our core Intelligent Automation technologies includes:

- Robotic Process Automation (RPA)
- Business Process Mapping (BPM) & Task Mining
- Chatbot
- GenAI, Artificial Intelligence, and Machine Learning
- Intelligent Document Processing (IDP) and Optical Character Recognition (OCR)

Certifications



AICPA
SOC 2 Type 2 report covering Security, Availability and Piracy



ISO 27001:2013, ISO 9001:2015



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