

Case Study: Intelligent Automation/Insurance

# Streamlined Claims Through AI-Driven Automation

## Business Challenges

As one of the world's largest independent providers of claims management and outsourcing solutions, the client faced challenges with the inefficiencies of manual claim processes, leading to extended cycle times and inconsistent service quality. The need for a more streamlined, data-driven approach to claim management was critical to maintaining industry leadership and meeting client demands for faster, more accurate outcomes.

## What We Did

The Primus team collaborated closely with the client's senior leadership to identify key pain points and areas for improvement within the claim management process. By leveraging AI, machine learning, and advanced automation techniques—the team developed a comprehensive claims orchestration engine that integrated AI-driven insights and automated workflows. The collaborative approach ensured the solution was fully aligned with the client's strategic goals, enhancing operational efficiency and enabling faster, more accurate claims resolution.

## Business Benefits

- **Cost Reduction:** Achieved a 30% reduction in Loss Adjustment Expenses (LAE), driving significant costs related to the claims management process.
- **Enhanced Capacity:** Boosted field capacity by 28%, enhancing claim resolution efficiency.
- **Operational Savings:** Generated substantial operational savings through streamlined processes and improved efficiencies.
- **Strengthened Industry Position:** Solidified the client's status as an industry leader through enhanced efficiency and scalability, ensuring a sustained competitive edge.

## Technologies Used

The following tools were utilized by Primus in support of our methodology for this project.



Angular



.Net



Azure



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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, 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 include:

- 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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