ABOUT PARTNER

Eleviant Technologies is an 18-year old technology organization with expertise in the field of mobile, cloud, web, IOT, AR, RPA and AI Technologies.

With over 250+ professionals spreading across the globe, Eleviant has helped businesses to rapidly transform ranging from start-ups to Fortune 500, catering to industries like manufacturing, logistics, retail, healthcare, financial services, and more.

CUSTOMER AT A GLANCE

The customer ranks among the top 3 general insurance providers in India.

Offering a wide range of insurance products including motor, health, property, accident, engineering, liability, marine, travel and crop insurance for individuals and corporates, the company achieved a Gross Written Premium (GWP) of approximately $584K in FY 2021-22.

The customer has a wide presence across India with 152 branches and over 50,000 intermediaries.

CHALLENGES

- Needed to engage external parties to investigate and collect claims details
- Paper forms were used to capture investigation data and manually consolidated into a PDF report before sharing it with claims processing team
- Needed to outsource claim investigation data to third-party agencies with limited control over data collected by investigators
- Manual data collection and consolidation caused frequent delays, leading to high claim turnaround times

SOLUTION

An Investigation Portal Management System was built on the Joget platform within 3 months to replace the manual paper-based claims investigation process.

The system was integrated with the legacy enterprise resource planning (ERP) and business process management (BPM) system to pull claim and case details and post investigation data for further processing. The new system provides a centralized and automated solution for managing third-party agencies, employees, and investigation data.

It enables the operations team to easily assign cases, review investigation reports, request corrections, and process data through a multi-level approval process based on various criteria.

A companion portal was also built for investigation agency heads to manage their team, assign field investigation tasks, review investigation data, and submit final reports.

RESULTS

- Both portals supported multi-sectional forms capturing over 300 data attributes, including media assets such as images and audio/video files
- A field investigator mobile app with dynamic form rendering support was built to capture investigation data in real-time with location (latitude and longitude) and timestamp data for each captured image
- An exclusive module was added to manage investigation-related expense claim submissions and approvals
- Various reports and dashboards were built for different stakeholders, enabling easy access to management information system (MIS) data
- The solution catered to more than 500 active users and handled over 2,000 active cases/claims at any given time, while eliminating duplicated workflows by over 75% with the automated multi-level data review and approval process
- Significant improvement in turnaround time for claim investigation data collection and submission
- The success of the solution resulted in the development of two additional workflow applications/portals with the Joget platform