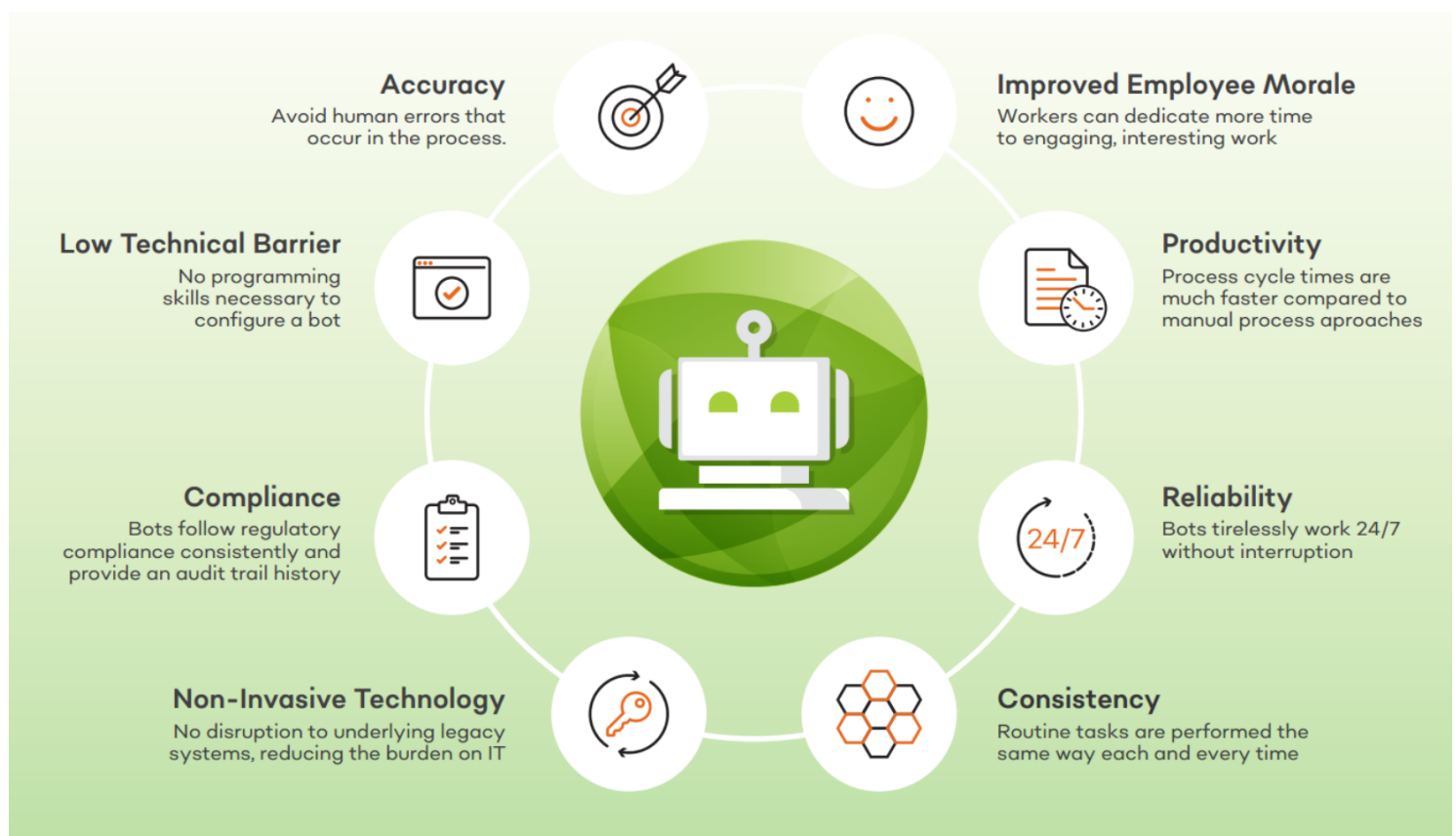# RPA Solutions for Insurance

Robotic Process Automation refers to the use of rules-based, low-code software "bots" to handle the repetitive tasks of human workers, such as collecting customer information, extracting data in claims, performing background checks, and more. RPA is part of the more significant trend of hyper-automation, enabling organizations to transform processes to be more competitive.

From underwriting and onboarding to policyholder services and claims processing, RPA is changing how insurers do business. By freeing employees from time-consuming manual tasks, insurers are driving efficiency, speeding up processes, and creating better customer experiences.

Some of the benefits of RPA include:

Accuracy — Avoid human errors that occur in the process.

Improved Employee Morale — Workers can dedicate more time to engaging, interesting work

Low Technical Barrier — No programming skills necessary to configure a bot

Productivity — Process cycle times are much faster compared to manual process aproaches

Compliance — Bots follow regulatory compliance consistently and provide an audit trail history

Reliability — Bots tirelessly work 24/7 without interruption

Non-Invasive Technology — No disruption to underlying legacy systems, reducing the burden on IT

Consistency — Routine tasks are performed the same way each and every time

For over 20 years, SALIX Data has helped over 2,500 customers streamline their business operations. Our customers benefit from creative solutions that leverage cutting-edge technology and dedicated people to deliver exceptional results at a fraction of the cost.

SALIX's expertise in RPA allows organizations to automate repetitive, mundane tasks with intelligent software that simulates human behavior.

With SALIX, here are some of the business areas our solutions can help your insurance company optimize its processes to free up your workforce to focus on more strategic, high-value tasks:

Underwriting

Data Aggregation
Reduce time & effort by automatically extracting data from websites, applications & physical documents by leveraging intelligent document processing.

Risk Evaluation
Automate risk evaluation and decisioning for underwriting through a ML powered rule engine.

Reporting
Leverage automated workflow for internal reporting and customer communication on underwriting status for policies.

Claims Processing

Claim Verification
Collate data and verify claims in a timely & accurate manner to expedite decisioning.

Fraud Management
Detect anomalies & reduce frauds through automated risk engine that profiles customers with highest chance to commit frauds.

Settlements
Expedite settlement time, thereby reducing penalties and legal escalations.

Compliance

Reporting
Automatically validate customer information, generate regulatory reports, & account closure notifications as required.

Audit Management
Ensure effective compliance by automatically managing large volume of documents and generate detailed audit trails.

Taxation
Calculate and post charges and taxes automatically as per relevant taxation guidelines.

Policy Administration

Quotation Process
Automate quotation process involving data aggregation & validation through a rule engine, escalating only fallouts to agents.

Policy Management
Enable automated updates to personal bank details and approve/reject policies based on delinquency patterns.

Renewals/Cancellations
Track and handle requests for policy cancellations & renewals automatically based on relevant terms and conditions.