

Insurance Operations Automation

How we streamlined claims handling, document processing, and client communication with an AI powered system, reducing delays and improving operational efficiency.

01 THE CHALLENGE

Manual Claims Processing Delays

The company relied on manual handling of claims, policy documents, and customer communication, resulting in delays, errors, and a poor customer experience.



Slow Claims Processing

Manual claim reviews and document verification caused delays in approvals and payouts.



Document Overload

Large volumes of policy documents and claims data required time-consuming manual handling.



Delayed Communication

Customer queries and claim updates were slow, impacting trust and satisfaction.

02 THE SOLUTION

Seamless Workflow

01

Document Intelligence

Claims Processing Agent

Automatically extracts, verifies, and processes claim documents, reducing manual effort and accelerating approvals.

02

Policy Automation

Policy Management Agent

Organizes policy data, validates coverage details, and ensures accurate processing across systems.

03

Client Communication AI

Customer Interaction Agent

Handles customer queries, provides claim status updates, and ensures timely communication.

04

Fraud Detection AI

Risk Analysis Agent

Analyzes claim patterns and flags anomalies to detect potential fraud and reduce risk exposure.

03 TRANSFORMATION

Before vs After

CLAIM	POLICYHOLDER	STATUS	ADJUSTER
CL-6601	A. Brennan, Phoenix AZ	DOC MISSING	Unassigned
CL-6602	R. Mitchell, Dallas TX	PENDING 180	S. Reyes
CL-6603	P. Sharma, Boston MA	FRAUD REVIEW	J. Harper
CL-6604	D. Kowalski, Miami FL	NO UPDATE	queue #28

89 claims stuck in manual review pipeline
Paperwork across 3 systems • Customers calling for updates

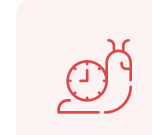
AVG PROCESS TIME	DOCS PER CLAIM	QUERY RESPONSE	CUSTOMER SAT.
~22 days	14 pages	~48 hrs	2.1 / 5



CLAIM	POLICYHOLDER	STATUS	RESOLVED
CL-6601	A. Brennan	Auto-approved	1.2 days
CL-6602	R. Mitchell	Docs auto-verified	2.0 days
CL-6603	P. Sharma	Flagged for review	3.1 days
CL-6604	D. Kowalski	Paid + notified	1.8 days

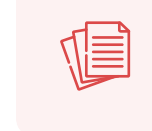
All 547 claims processed • 0 backlog • Full pipeline visibility
Fraud detection active • Policyholders updated in real time via portal

Manual Operations



Delayed Claims

Claims processing slowed due to manual reviews and approvals.



Heavy Paperwork

Large volumes of documents handled manually across systems.



Slow Responses

Customers experienced delays in updates and query resolution.

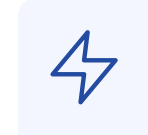


Limited Visibility

No real-time tracking of claim status or processing stages.



AI-Powered System



Faster Processing

Claims reviewed and approved quickly with automated workflows.



Automated Documents

Policy and claim data processed instantly with high accuracy.



Real-Time Updates

Customers receive instant status updates and responses.



Full Visibility

Centralized dashboards with real-time claim tracking.

04 SCALABILITY

Built for Claim Volume



24/7 Operations

Processes claims and customer queries continuously.



Documents Management

Handles large volumes of claims and documents in parallel.



Consistent Accuracy

Maintains precision across all processing workflows.



Operational Flexibility

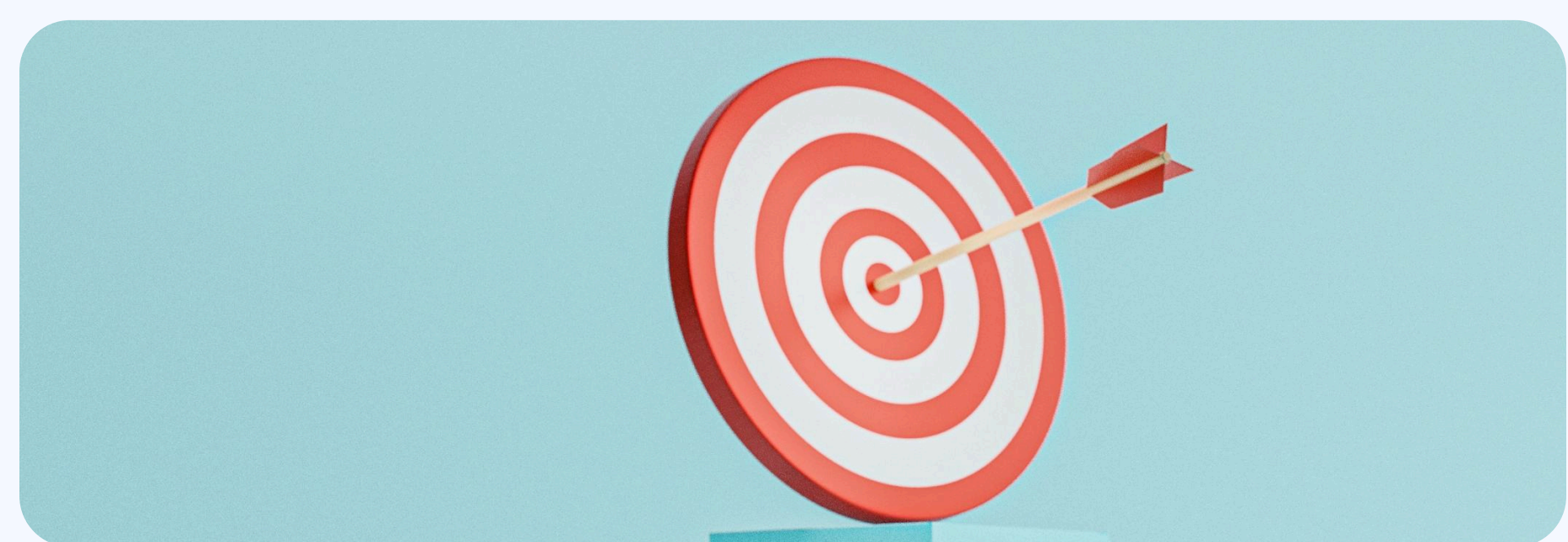
Adapts seamlessly to changing demand and service types.



Whether handling routine claims, operations remain fast, accurate, and reliable.

05 RESULTS

Measurable Impact, Immediate Gains



60%

PROCESSING SPEED

Faster claims processing and reduced approval timelines.

90%+

ACCURACY

High accuracy in document verification and claim handling.

Faster

CUSTOMER RESPONSE

Improved response times and customer experience.

NEXT STEPS

Your Operations could be next

See how TechYard's AI systems can streamline insurance workflows and improve claims efficiency.