

AUTOMATION THAT PACKED A PUNCH

Rejigging allocation processes
to unleash productivity.

Infosys[®]
BPM



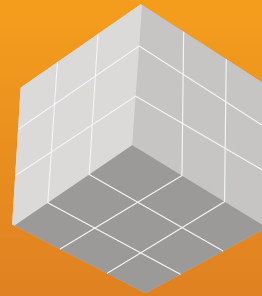
A leading multinational corporation
in the insurance sector.

CHALLENGES

The client wanted to revamp inventory and work allocation functionalities such as:



- Manual inventory downloading and work allocation that led to increased wait times
- Duplicate claims and out-of-scope claims within the downloaded inventory
- Lack of control or visibility on allocation and claim tracking



SOLUTIONS

Infosys BPM utilized its automation capabilities to deliver value across different areas:

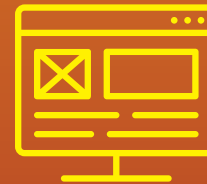


RE-ENGINEERING WORK ALLOCATION PROCESS

- ▶ Changed the allocation system from static (push) to dynamic (pull)

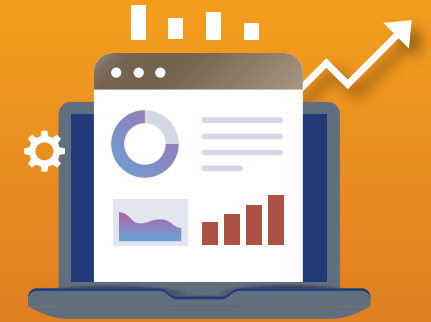
NEW 'INTELLIGENT ALLOCATOR' ALLOCATION TOOL

- ▶ Implemented an in-built FIFO rule
- ▶ Automated the scheduler to download and consolidate claims inventory, and send notifications to floor supervisors
- ▶ Engineered an automated filtering process that filtered out-of-scope and already-worked claim records
- ▶ Featured a versatile reporting system
- ▶ Provided additional features for supervisors including blocking/unblocking claims by regions, edits or subscriber



BENEFITS

Infosys BPM's approach focused on converting the allocation system from static to dynamic.



- ▶ Improved governance, monitoring, and control
- ▶ Increased agent productivity as a result of better team utilization



27%
Improvement in productivity



100%
Elimination of manual intervention for work allocation



30%
Increase in team utilization

For more information, contact infosysbpm@infosys.com

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