



CASE STUDY

Global insurer transforms to new digital norm



7 days

Project duration,
start to finish

2,000+

At-home workers
served in 600+ teams

Millions

Of digital documents
securely delivered

Leading global multi-line insurer providing property & casualty and life insurance products and services in over 200 countries.

Within one week of project initiation this global insurer went live on Lithe's Digital Documents solution, rapidly switching physical operations to digital document processing in midst of the COVID-19 global pandemic. Meeting an urgent need to supply inbound documents to ~2,000 at-home workers in over 600 teams, the Lithe cloud-based solution integrates to corporate identity authorization systems to enforce corporate security standards while ensuring ease of access for staff working remotely.

At a glance

Challenges	Solution	Results
<ul style="list-style-type: none"> Urgently accelerate 2-year digitization program in 1 week Enable 2,000+ staff for homeworking Securely deliver inbound documents to anyone, anywhere 	<ul style="list-style-type: none"> Homeworkers receive, view, process, and share incoming documents remotely Secure and instant access to inbound documents allows rapid turnaround Fast, simple implementation without disruption to business processes 	<ul style="list-style-type: none"> Go-live in 7 days Operational resilience and business continuity for WFH/flexible workforce Reduction in the time & cost to receive customer documents

Business Drivers



Digitization



Scalability



Resilience



Productivity

This global insurer urgently needed to digitize its processing of inbound documents, due to COVID - related disruption of physical operations. As WFH (working from home) and other new ways of working became normal, the Company needed its new digital document operations to scale as a resilient mode of normal operation across the enterprise. By making physical and electronic mail items available digitally to anyone, anywhere, this digital transformation had to deliver reduced document processing times and operating costs, improved information visibility, enhanced audit compliance, and better productivity.

Challenge

In Spring 2020, as the COVID-19 pandemic struck, the insurer faced an urgent operational risk. Staff had to work from home as offices shut down and operations based on physical document processing faltered. Staff needed to service customers remotely and required access to all the physical mail and documents received into offices daily and held in archives. Every day the offices receive high volumes of mail containing hundreds of different document types from customers, brokers and intermediaries relating to claims, underwriting, its legal team, customer services, accounting, and other back office support functions.

Whilst a two-year implementation plan was underway to achieve full mail digitization, in response to lockdown the global insurer took a bold and ambitious step. To allow safe, secure and timely remote access to the full range of incoming documents for a dispersed workforce, the organization set about accelerating its two-year digitization program with a one-week transition from physical to digital document operations.

“This global insurance business was relying on us to rapidly implement a digitized mail solution that would give its staff secure remote access to any inbound document. Lithe was uniquely able to put a solution live in one week, to the surprise of senior insurance executives who hadn't thought such rapid automation was feasible.”

Anthony Murphy, CEO, Lithe

Solution

All incoming mail is received directly into a digital transformation center where it is sorted, digitized, classified and indexed. The resulting digital images of all inbound documents, and the data extracted from those documents, are ready for sharing with all staff members.

Lithe's Digital Documents solution provides a simple web interface that allows staff anywhere to quickly receive, view, process, share, and archive digital mail documents. This 100% digital solution replaces the previous physical delivery process without disruption to existing business processes or systems.

Employees can access their assigned mail via a secure application and see all items of work for their area, team or department. Staff can see the status of work items and ensure that all service levels are met and customer queries are handled promptly and efficiently. Powerful management information tools allow supervisors and managers to see the overall status, enabling them to react to changing workloads and to ensure all items are processed according to SLAs, reallocating work as needed.

Results

One week after beginning the project, 2,000+ staff were able to move to productive remote homeworking, enabled by the Lithe Digital Documents solution.

Automated setup of addressees and team membership accelerated the one-week go-live, allowing a complex configuration of staff and group responsibilities to be quickly realized in a new digital operation. Inbound documents are automatically routed to triage and other teams so the right person or team quickly receive the documents they need.

Configurable notifications alert staff that new documents are awaiting attention. A simple click-thru takes the staff member to a secure web-based portal where documents can be viewed and action taken. Every inbound document is available digitally and flexible tools for sort, filter and search improve productivity as staff members execute document-intensive work.

- ✓ Operational resilience and business continuity via automation
- ✓ Flexible support for WFH and hybrid workforces
- ✓ Millions of documents securely and quickly delivered
- ✓ Reduction in the time and cost to receive customer documents
- ✓ Remote, secure access to documents through enterprise-scale networks
- ✓ Intuitive user experience with automated controls and productivity tools
- ✓ Support for document forwarding, notes, timestamps and audit trails
- ✓ Management information on status and compliance
- ✓ Automatic management of document retention schedules
- ✓ Lower carbon footprint and reduced need for physical storage
- ✓ Technology platform to extend automation and process efficiency

Automation Technology

Intelligent Document Processing, Workflow Orchestration, Case Management and Digital Mailroom.

About Lithe

Lithe transforms lives with intelligent automation. We automate information-intensive business processes to reduce manual work and errors, minimize costs, increase productivity, improve competitiveness and expand client engagement. Lithe RPA, artificial intelligence, process orchestration, and analytics solutions are used by clients globally in financial services, insurance, government, BPO and other industries.

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