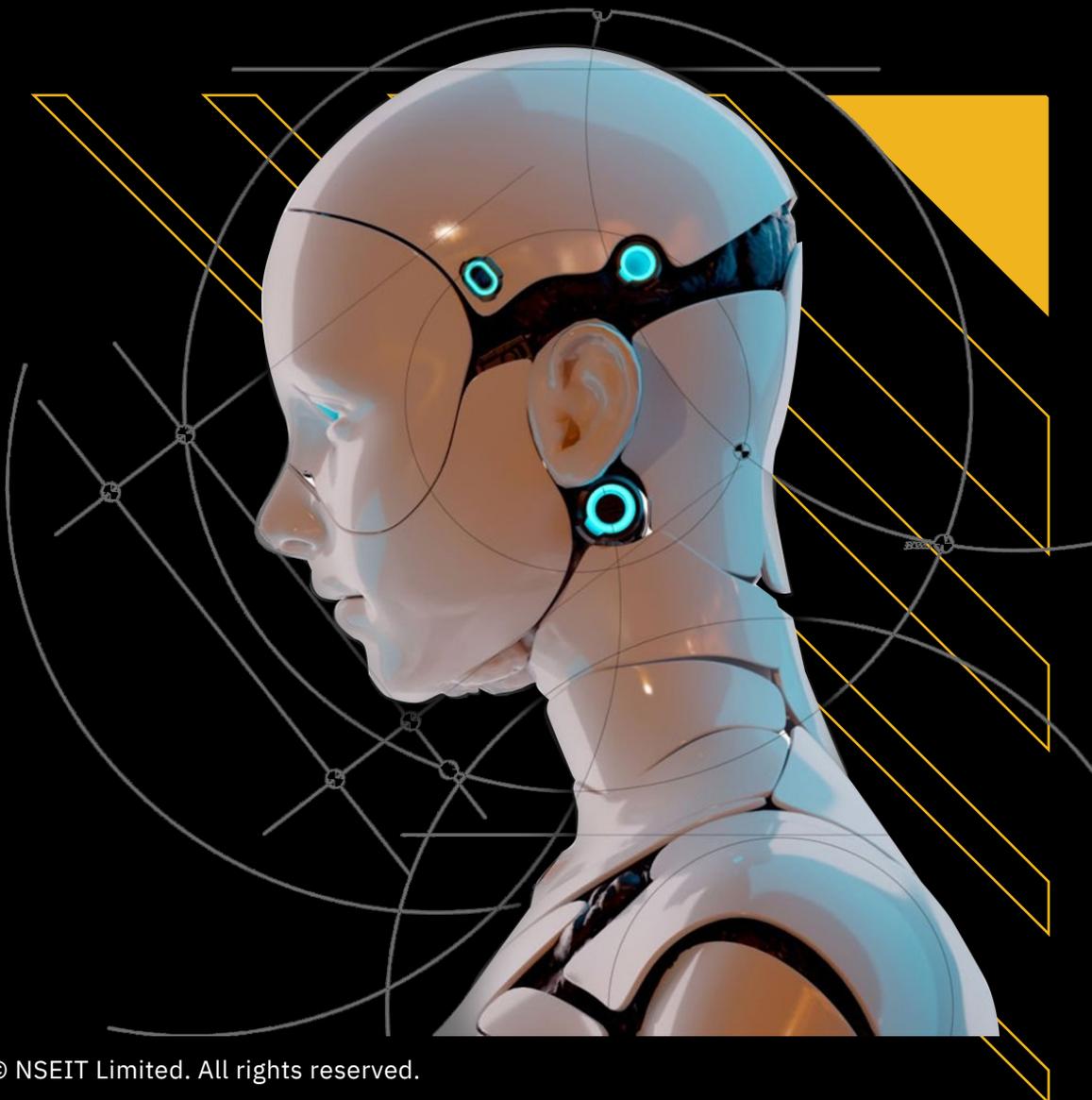


Intelligent Process Automation (IPA)

BROCHURE



Overview

The importance of automating tedious manual tasks to improve the efficiency and enhance the productivity of the workforce cannot be overstated. Especially in the BFSI industry where each and every process needs thorough scrutiny, it is a no-brainer to adopt IPA for both, basic and advanced level tasks that involve screenings and assisted decision-making.

The Need for IPA in **BFSI Industry**

- Time-consuming processes of reading templates and formats
- Delays due to manual data entry
- Many resources are dedicated for maker and checker roles
- Tedious Document Management (mix of hard copies & digital documents)
- Limited scope of automation due to restricted capabilities of Optical Character Recognition (OCR)



IPA Use Cases for **BFSI Industry**

LOAN PROCESSING

- Loan applications
- Signature verification

INVOICE PROCESSING

- Scanned images
- Pdfs (readable/non-readable invoices)

TRAVEL DOCUMENT PROCESSING

- Hotel invoices, tickets
- Lunch bills

ON BOARDING

- Handwritten application forms
- Pan card

KYC

- Scanned copies of Aadhaar /PAN/ Passport

BANK ACCOUNT OPENING

- Application forms
- ID proofs
- Salary slips

INSURANCE CLAIM PROCESSING

- Application forms (handwritten/scanned)
- Hospital bills



NSEIT **IPA Offerings**



AI-Based
Document
Enhancement



AI-Based
Signature
Matching



AI-Based Facial
Recognition, Anti
Spoofing, Mapping



Aadhaar
Masking

Success **Stories**

Story 1

Building an Automation Solution for Claims Processing for India's Leading Insurance Company



Business Need

Our client, India's leading Insurance provider, wanted to provide a futuristic customer experience to their customer base

The key objectives that the client had were:

- To use automation as an enabler to drive transformation in its claims process
- To create a solution that could process post-office hours claims requests with quick turnaround
- Reduce the delay in customer service and improve TAT in claims processing
- Reduce turnaround time for reconciliation processes
- Reduce Operational costs
- Make processes independent of human interventions
- Straight through processing for handling high volume transactions
- Adherence to regulatory compliance



NSEIT Solution

- Highly scalable and capable of delivering outcomes with near-perfect accuracy
- Cognitive bot powered by advanced OCR and ML capabilities for simplifying docket and scan management for a wide range of policy documents
- Single source of truth for all claims related data
- Exceptional fidelity that enhanced the customer experience and customer insights through intelligent reporting
- Data-driven disbursements to enhance the consistency of adjusters and examiners
- Ability to quickly address large volume of claims while standardizing the quality of service



Benefits Delivered

- Significant increase in Client Satisfaction – the customer delight quotient rose by leaps and bounds
- Adherence to TAT benchmarks
- Resource Cost Reduction with employee empowerment
- 25 Key Processes Automated in Phase 1 across New Business, Policy Servicing, Underwriting, Group Operations and Claims Department
- Significant reduction in errors

Story 2

Enhanced Customer Satisfaction with IPA



Business Need

Our customer was facing several complaints as the response time to customer requests was invariably large despite the high resource utilization rate. It was imperative for the customer to find a solution to increase the productivity by automating repetitive tasks.



NSEIT Solution

NSEIT partnered with Automation Anywhere to provide a comprehensive IPA solution suite to streamline the CRM processes of Contract Management, Case Management, and Customer support.



Benefits Delivered

- Significant reduction in cost
- Processing time reduced from 20 mins to less than a minute
- Significant reduction in errors
- Significant reduction in cycle time across 20+ processes

About **NSEIT**

NSEIT Limited is a digital native technology company that engineers world-class solutions to help our global customers accelerate their digital transformation journeys. Our key service pillars are Application Modernization, Business Transformation, Data Analytics, Infrastructure &

Cloud Services, and Cybersecurity, through which we create intuitive digital experiences and tangible business impact. For over two decades, our innate drive for excellence has made us the partner of choice for global organizations. At NSEIT, we fuel digital progress.

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