Discover how a leading insurer saved $325k in annual operating costs by automating the endorsement work order process

ORGANIZATION PROFILE

A global Fortune 200 insurer has a goal of reducing overall spend by $500M within a period of five years. To attain this, leadership decided to automate some of their core functions and subsequently reduce the FTE count, leading to a significant investment in process automation.

Customer Service Representatives (CSR) for the automobile insurance line at the firm process work orders sent in by underwriters. As a part of the work order process, CSRs are expected to read the request, process the work order using a handful of legacy applications, issue the change, and finally send the updated policy documents to the customer.

CHALLENGE

The complex endorsement work order process resulted in high average handling time and low accuracy rates

Training new CSRs was time consuming (averaging 6 months of training) and expensive, as they had to learn many state-specific rules and regulations. Furthermore, regulations changed frequently, requiring constant retraining of the entire CSR team. This led to the same work order process being completed in different ways, with sub-par accuracy. Due to the high volume of endorsement work orders, CSRs consistently faced a backlog of work, leading to high average handling time and a poor customer experience.

> **Frequent changes in regulations led to the same work order being completed in different ways, with sub-par accuracy**

SOLUTION

Soroco' solution automated 95% of the endorsement work order process

Soroco automated the entire process of completing an endorsement work order from beginning to end, performing all the steps that were formerly performed by a CSR.

The automation system was built on top of multiple legacy applications - including desktop and web applications. Whenever the endorsement is completed in full, the system sends the updated

policy documents directly to the customer without requiring any human intervention. This significantly lightened the load on the CSRs.

Soroco's automation system handles an extremely high number of rules with high complexity and nearly unlimited variation. It is currently processing 645 work orders per month with the ability to scale up or down as needed.

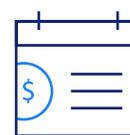## IMPACT

6
FTEs automated

95%
of work orders processed automatically

645
work orders processed monthly

$325K
saved in annual operating costs

ABOUT SOROCO

Soroco is committed to helping our clients be their best. Our technology helps organizations discover the hidden barriers that withhold teams in the modern workplace, and then prioritize and execute the right operational excellence programs for them to thrive.
Founded in 2014, Soroco is commercially proven, built to scale, and deployed at global F500 leaders

across eight verticals. Built on the principle of connected collaboration, Soroco's AI-driven process analytics and automation software enables our clients to achieve ambitious cost savings, customer experience, and employee engagement objectives.

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