

CASE STUDY

INSURANCE

INFORMATION MANAGEMENT

# Discover how Soroco helped a leading global insurance firm identify areas of improvement potential across people and processes

## ORGANIZATION PROFILE

A global Fortune 500 insurance company provides risk, retirement, and health solutions to its customers, ensuring results that reduce volatility and improve performance.

The company employs over 50K associates across 100+ countries, leaving a lot of room for inefficiencies, redundant processes, and knowledge gaps across its teams.

**As Soroco had successfully completed a prior automation engagement with the client, the client chose Soroco's process discovery tool to identify areas of improvement potential within their teams**

## CHALLENGE

**The client did not have a single convenient way to understand how work was getting done across the organization**

The client wanted to better understand employee productivity and locate inefficiencies in their day-to-day work through an automation engagement. At the time, they had no sufficient data to explain how teams were working and where processes were lacking.

Since Soroco had successfully completed an automation engagement with the client, the client chose Scout to begin their operational improvement journey. The client wanted detailed insight on:

- i) the applications their employees were spending most of their time on, and
- ii) the overall business impact of standardizing/automating redundant processes.

## SOLUTION

**Scout was deployed on 120 systems across 6 teams, using the client's cloud infrastructure**

Scout identified that users spent 72% of total desktop time within Outlook. Further analysis broke down the work into four key categories:

1. 12% of total time was spent searching the inbox
2. 15% was spent looking for documents in emails
3. 35% was spent responding to simple emails
4. 10% of time was spent on complex client requests.

Categories 1 and 2 implied the need for a standard document storage/indexing system wherein brokers can easily store and retrieve information. Category 3 proved to be a good candidate for an automated chatbot service. The data also revealed that only 10% of total time was spent working on complex client requests that could not be optimized or automated.

## IMPACT



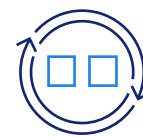
**72%**

of time was identified as being spent within Outlook



**86%**

of time spent in Outlook was able to be optimized or automated



**2**

processes selected for standardization

## ABOUT SOROCO

Soroco is committed to helping our clients be their best. Our technology enables leaders in the modern enterprise to discover hidden barriers that hold back their teams and customers, and prioritize and execute programs that deliver lasting impact, not temporary benefits. 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 integrated automation software powers true digital transformation that drives our clients' ambitious cost savings, customer experience, and employee engagement objectives.



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