XBP EUROPE

Robotic Process Automation (RPA) for Improved Data Management

Learn how XBP Europe assisted an insurance provider to better manage its data and improve productivity

Challenge

To improve productivity and avoid errors associated with manual migration, the insurance provider's national corporate data centres had to migrate data due to the decommissioning of databases that provided information. This resulted in the need to conduct multiple database searches across numerous disparate data centres, which led to a drop in offsite direct data capture productivity of around 30%. The customer demanded productivity enhancements to overcome this setback.

XBP Europe offers robotic process automation (RPA)

To connect disparate data systems, XBP Europe deployed robotic process automation (RPA) for direct data capture, which automated the extraction of all provider information from the customer's system into a single spreadsheet for easy access. They used a software bot to update new provider information daily and uploaded all the information into a unified view in the RPA Design Studio interface.

Benefits with XBP Europe's robotic process automation (RPA)

+ RPA was used for 60% of the direct data capture edit volume.

+ There was a 35% increase in productivity, with claims processed per hour increasing from 15 to over 20.

+ The use of RPA simplified data storage and retrieval.

+ The workforce demand was reduced.

+ Flexible and scalable bot deployment.

About

XBP Europe offers innovative solutions for customers to streamline complex bills and payments processes. We help enterprises, SMBs and public sector organisations globally to rethink transactions, digitisation, operations, communications and remote working. Get in touch today.