



Reshaping Insurance Operations with AI-powered Co-pilot: The QualityKiosk Approach

Overview

The insurance sector faces many challenges, especially when it comes to managing critical processes such as policy impact analysis and policy surrenders, which involve a multitude of sequential steps that must be meticulously followed.

QualityKiosk undertook the challenge of addressing these issues head-on. Our mission was to revolutionize the insurance industry by streamlining processes, reducing errors, and enhancing the overall efficiency of operations. The result was an innovative in-house AI assistant tailored to the insurance sector.

Business Challenges



Insurance businesses often grapple with intricate processes that involve numerous steps, making them susceptible to errors, omissions, and delays. Let's take the example of a critical process like premium calculations, claims, underwriting, commissions, policy surrenders, and functionalities related to financial computations. These processes demand thorough scrutiny of multiple variables, including policy status, lapse conditions, and compliance checks. In the absence of a foolproof system, errors can occur, leading to compliance breaches and customer dissatisfaction.

Our Key Strategies

QualityKiosk, recognized for its AI and data analytics expertise, carefully assessed the insurance industry's pain points. After thorough analysis, we introduced an in-house AI assistant designed to serve as a virtual co-pilot or buddy, empowering insurance professionals to navigate the complexities of their domain effortlessly.

Our solution was rooted in data analysis, leveraging a repository of 23 years' worth of historical data. It was architected to seamlessly integrate into existing workflows, ensuring a smooth transition. The AI assistant was engineered to be more than just a prompter; it is a comprehensive problem-solving tool. It provides real-time suggestions, identifies potential omissions, and guides users through intricate processes. It ensures no step is overlooked, minimizing errors and enhancing overall operational efficiency.



Business Outcomes



90% Coverage Assurance

By analyzing every step of the insurance processes, our data-driven AI assistant provides unprecedented coverage assurance. It significantly reduces the likelihood of errors and omissions, ensuring that policies adhere to established guidelines.

Comprehensive Coverage

Our solution offers a holistic approach to process management. It considers every possible aspect of a task, leaving no room for oversight. This comprehensive coverage ensures compliance and reduces the risk of errors.

Low Risk to Customers

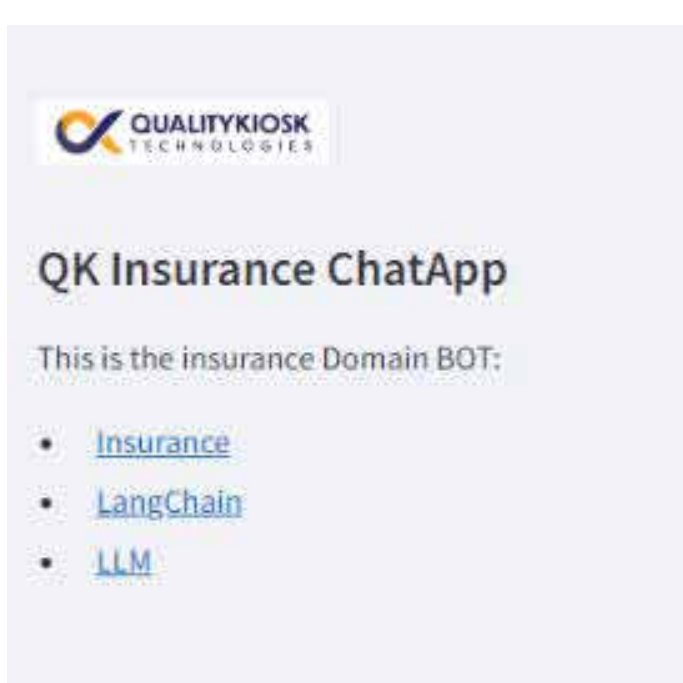
By minimizing errors and ensuring adherence to regulations, our AI assistant lowers the risk to customers. Policies are executed accurately, providing customers with the assurance they need.

30% Increase in Productivity

Insurance professionals can focus on higher-value tasks while the AI assistant handles routine processes. This leads to a 30% increase in productivity, allowing teams to concentrate on strategic initiatives.

Overall Reduction in Wastage

Our solution minimizes resource wastage by avoiding errors and rework. It optimizes resource allocation, leading to cost savings and improved operational efficiency.



Chat with Your Insurance GURU

Ask Question from your insurance knowledge base

What are the Additional benefits that can be added to make the plan more comprehensive ?

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Optional Riders that can be added to make the plan more comprehensive are: Total and Permanent Disability (TPD) Personal Accident (PA) Payor's Term Benefit (PTB) Payor's Benefit on Death and Disability (PBDD)

Are you looking to streamline your software development process and achieve similar outcomes?

Contact QualityKiosk today at

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to explore how our tailored solutions can help your organization thrive in an agile SDLC environment.