

Fortune 1000 Insurance Provider Automates 30% Faster, Transforming their Customer Experience

This customer is a Fortune 1000 insurance organization that provides American families with a broad range of insurance products and services. This publicly-traded financial institution is determined to provide its customers with excellent and secure service, as well as provide their employees with fulfilling work.

Company Profile

Industry: Insurance

Employees: 4,000+

Annual Revenue: \$5 Billion

Customer Since: 2018

“We’ve been able to accomplish more and, as a result, deliver more value to our customers faster than ever before - what used to take us 1 day, now takes us a few hours.”

- Process Optimization Director, Fortune 1000 Insurance Provider

The Challenge

This organization provides various insurance and retirement solutions through a family of brands. Over the last 20 years, the institution has acquired over 15 companies and uses over 350 platforms to perform their day-to-day activities. In total, the institution relied on over 15,000 workflows, which required staff to spend countless hours performing “swivel chair” tasks that took a full working day to complete on average and were repetitive, manual, and prone to error.

The organization understood that this method was not sustainable in the long-run, especially if they wanted to keep up with the constant changes happening in the marketplace. The organization set a two-year transformation goal that would eventually relieve them of their reliance on outdated legacy systems and improve the security and satisfaction of both customers and employees.

The Solution

The provider began its transformation by identifying key stakeholders that would have valuable insight into the day-to-day activities their teams performed. Using this information, the company leveraged [Blueprint’s Enterprise Automation Suite](#) to ingest an initial 100 of their 15,000 workflows. Using [Blueprint’s Process Modeler](#), they were able to collaboratively optimize and align on those processes, connect them to other dependencies, and package them into [Digital Blueprints](#). Those Digital Blueprints were then automatically pushed into their RPA platform to accelerate and guide precise bot development for automation.

“Being a large insurance provider, we knew we had to move faster - especially if we wanted to keep up with competitors who had already begun their automation journeys. We selected Blueprint because the Enterprise Automation Suite gave us the necessary visibility and granularity into our processes, allowing us to speed-up our automation efforts and execute accurately.”

- Chief Information Officer, Fortune 1000 Insurance Provider

Key aspects of the Enterprise Automation Suite that drove automation success:

- **BlueDocs Document Importer** - Extracted and digitized critical business information from PDFs, Word documents, and Excel spreadsheets into a collaborative platform that merged and reconciled with other critical business processes identified
- **Intelligent Whiteboard Importer** - Early in the discovery process, teams collaborated on whiteboards to analyze problems and brainstorm ideas and rather than losing that valuable information, they captured it and created a digital model of it with the Intelligent Whiteboard Importer
- **Business Process Modeler** - Teams captured, connected, designed and optimized business processes to be aligned with high-level organizational strategy with automation objectives
- **Impact Explorer** - Gained complete, mapped visibility into the impact of business rules, policies, controls, regulatory obligations, and other requirements to ensure processes can manage change effectively

Benefits Achieved



The Results

By leveraging the Blueprint Enterprise Automation Suite and its numerous [integrations with both process mining/discovery tools](#) and [RPA platforms](#), the leading insurance provider was able to decrease RPA development time by 30% and model and optimize processes 50% faster for automation. This greatly contributed to meet their organizational objectives for increasing operational efficiency by scaling automation and moving away from legacy systems.

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Blueprint Software Systems is a global software leader that provides a better way to collaboratively analyze, model, and deliver business processes for automation. Our award-winning cloud-based platform, the Blueprint Enterprise Automation Suite, is used by Fortune 500 companies around the world to build Digital Blueprints, which enable teams to design and deliver higher-quality automated processes, faster. With numerous integrations into the leading RPA platforms, our customers use Blueprint to help them accelerate and scale their use of RPA, improve automation governance, reduce compliance risk and bot maintenance, and drive continuous improvement and growth across their organization. For more information, visit www.blueprintsys.com

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