



HEXAWARE

Automating Policy Allocation with Intelligent RPA: An Insurance Automation Success Story

Faster, Leaner, Smarter Insurance
Policy Processing

Case study

Client

| Client

- Challenge
- Solution
- Benefits
- Summary

A Major European Insurer

A large Belgian subsidiary of a Swiss insurance powerhouse, generating billions in revenue, serves millions of customers with a diverse portfolio of products. Operating across six regions, the company prides itself on delivering high-quality service, but faced mounting operational challenges that threatened efficiency and compliance.



Challenge

Client

Challenge

Solution

Benefits

Summary

Complex Processes, Compliance Pressures

The insurer's onboarding and insurance policy management processes were bogged down by:

- Non-standardized documents from multiple languages and sources
- Strict GDPR compliance requirements for data privacy
- Manual premium calculations based on employee compensation
- The need to minimize financial and regulatory risks

Processing involved multiple stakeholders, from brokers to operations teams, and was prone to delays, inconsistencies, and high manual effort. The client needed a scalable, compliant, and cost-effective solution to turn policy allocation from a bottleneck into a streamlined, automated process.



Solution

Client

Challenge

| **Solution**

Benefits

Summary

Intelligent RPA Streamlines Policy Allocation

Hexaware mapped the insurer's end-to-end onboarding process, identifying seven automation-ready processes across the P&C business, including broker mandates, claims, salary renewals, budget plans, and policy terminations.

We deployed Robotic Process Automation (RPA) and Intelligent Automation to achieve 100% automation in policy allocation.

Key highlights:

- **Nearshore delivery** from Amsterdam, backed by offshore support, ensuring full GDPR compliance.
- **Automated policy termination** workflows that validated policy status, fetched financial summaries, checked payment status, and executed cancellations based on predefined business rules.
- **Real-time updates** to operations teams once tasks were completed.



Benefits

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Faster, Leaner, More Accurate

The results were immediate and measurable:

58% TCO savings
from original state to transformed state

20% reduction
in average handling time for policy terminations

65% effort reduction
from insurance policy automation and
process optimization

95%+ accuracy
in policy processing from Day 1

Fully compliant with GDPR policies through a secure
nearshore model



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From Manual Bottlenecks to Fully Automated Precision

Hexaware helped a leading Belgian insurer transform policy allocation with intelligent robotic process automation in insurance, achieving 58% cost savings, 20% faster processing, and 95% accuracy from Day 1. The solution streamlined seven core processes, ensured GDPR compliance, and significantly reduced manual effort, delivering a faster, leaner, and more compliant operation.



Let's transform your policy processes.

Cut costs. Speed up processing. Boost accuracy.

All with Hexaware's intelligent RPA for insurers.

Write to us **marketing@hexaware.com** to learn more.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

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