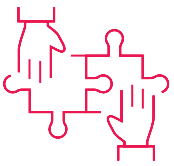# Mindtree

A Larsen & Toubro Group Company

Mindtree's automation first approach delivers **20%** cost savings and improves customer satisfaction for a leading auto insurance company in under 6 months

The North America-based client is one of the largest auto insurers in the United States, providing coverage for more than 24 million motor vehicles owned by more than **15 million** policyholders. The client writes private passenger automobile insurance in all 50 U.S. states and the District of Columbia through a distribution network that includes insurance agents and direct digital channels.

Welcome to possible
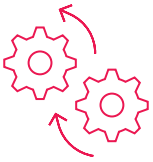
Business Issues:

- Post-production performance was a significant challenge for the multi-channel policy admin system due to the substantial policy volume.

- Multiple systems integrated within a complex IT Landscape needed frequent manual intervention for ensuring smooth day-to-day operations and maintenance .

- The Client faced an ongoing challenge with corrupt production data, which slowed down the policy bind and billing processes resulting in dissatisfaction for the customers.

- Because the client was seeing significant policy increases, the backlog of infra support tickets was growing exponentially, causing longer response times and resulting in the decline of customer satisfaction.

- The client was looking for a partner to help streamline and improve the operations allowing their team more bandwidth to focus on product creation and reduce the ongoing support costs.

Solution:

Mindtree partnered with the client to implement an outcome-based delivery methodology using our automation-first approach that optimized the operating model and delivered guaranteed cost savings.

- The Mindtree team performed a detailed analysis of the current policy and billing data and processes to identify data discrepancies, candidate areas of prebuilt automation, and other areas requiring improvements.

- Using a combination of Mindtree Accelerators, SQL scripts, source system knowledge, and insurance industry experience, the team was able to provide quick improvements by automating key processes and known system deficiencies.

- To ensure the team stays true to the constant focus of Mindtree and deliver continuous productivity improvements to our customers, the Mindtree team adheres to the following practices:

  - Constantly fine-tuning the data and system related processes
  - Building reusable scripts and bots to identify data issue patterns
  - Developing reusable tools to assist in faster analysis and resolution of issues
  - Ongoing data and reporting improvements
  - Utilizing agile development and deployment process providing continuous improvements.

Business Benefits

The client realized the following benefits due to Mindtree's solution:

1. Improved customer delight and retention by improving turnaround time of end user-related issues.

2. Three-fold increase in issue resolution in a span of 5 months, which resulted in cost optimization of 20%.

3. ~50% improvement in turnaround time for customer complaint data fixes, which lead to improved customer satisfaction.

4. ~40% improvement in turnaround time for premium reporting service tickets and the identification of impacted policies, which ensures faster, more strategic business decisions.

5. The improvements in data quality allow the client to see a corresponding improvement in state compliance and associated penalties.