

**ANOTHER  
MONDAY**

Intelligent Process  
Automation

**USE CASE**

Endowment Policy Conversion  
Customer Service

# INITIAL SITUATION

An insurance company receives requests from clients to convert endowment policies into a life annuity. The process consists of a large number of checks and entries to be carried out with high precision to avoid errors. These extremely time consuming and mundane tasks require highly skilled resources. Key challenges the company faced were keeping staff motivated, lack of scalability and costs.



## LÖSUNG

An employee of the company creates a CSV file containing all relevant data for each new request and sends it to the next available robot. That robot then logs on to the relevant systems and starts the required sequence. Some key steps during the procedure are a check on fiscal requirements, collection of all applicable endowment policy data and intermediary information, calculation of the monthly lifelong income, creation of the corresponding policy and initiating the policy dispatch.



## HIGHLIGHTS

- › **RELOCATION OF VALUABLE RESOURCES** TO MORE VALUE-ADDED AND LESS ROUTINE-LIKE WORK
- › HIGH **RELIABILITY** AND EASY **SCALABILTY**
- › AUTOMATED WORK CORRESPONDS TO **12 FTEs**
- › **25.000 REQUESTS** PER YEAR
- › **COST REDUCTION BY 70%**





**13**  
YRS OF  
EXPERIENCE

**6000**  
IMPLEMENTED  
BOTS

**1 BN**  
HANDLED  
TRANSACTIONS

**OWN**  
PLATFORM

**OWN**  
R&D  
TEAM

**ANOTHER MONDAY** is leading provider of intelligent process automation solutions with many years of experience in Robotic Process Automation (RPA), Machine Learning and Mobile Integration. The brand name **ANOTHER MONDAY** stands for another, a better Monday where employees are relieved from monotonous manual tasks by digital solutions.

Being an absolute expert in implementing bespoke end-to-end process automation solutions **ANOTHER MONDAY** achieves higher-than-average automation and efficiency rates from 80 to 99%. By using a dedicated methodology and driven by true close partnership, **ANOTHER MONDAY** is able to

scale RPA solutions significantly. Next to automating existing workflows, **ANOTHER MONDAY** also creates new services and products, instantly leading to increased revenues, improved quality and higher employee and customer satisfaction. With our highly skilled inhouse R&D team we are able to offer creative and innovative solutions from analysis to full implementation. At our in-house Robotics Lab we are dealing with the future of RPA such as voice recognition, AI (artificial intelligence), integration, self-healing and learning robots. Our customers are renowned companies out of various industries such as telecommunication, insurance, banking, energy, consulting and others.