

USE CASE

Surrender of a life insurance
Customer Service

INITIAL SITUATION

Company receives requests from clients for an early surrender of a life insurance policy. The process consists of a tedious search for all relevant information in a legacy environment and the preparation of the required documents. The complete process used to take approx. 20 minutes by first and second level resources together, not taking into account rework due to mistakes made during the process.



SOLUTION

Contract number information is sent to the robot environment using a workflow tool (SBWP).

Upon receiving a new task the robot first collects all relevant contract data in a legacy system (AS400), then performs a calculation of the financial implications in Excel, selects the applicable letter template to be completed, and finally forwards all prepared information to a second level agent for final check and approval to comply with the required 4-eye principle.



HIGHLIGHTS

- > **LESS RESOURCES** REQUIRED WITH LEGACY APPLICATION SKILLS
- > HIGH **RELIABILITY**
- > SIGNIFICANT **IMPROVEMENT OF SERVICE LEVELS**
- > AUTOMATED WORK CORRESPONDS TO **8 FTEs**
- > **15.000 REQUESTS** PER YEAR
- > HANDLING TIME **15 MIN VS 20 MIN** BEFORE





13
YRS OF
EXPERIENCE

6000
IMPLEMENTED
BOTS

1 BN
HANDLED
TRANSACTIONS

OWN
PLATFORM

OWN
R&D
TEAM

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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

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