

Case Study

Streamlining Underwriting Processes

Enhanced Efficiency with Automated Insight Generation for a Global Assurance Leader



Client background

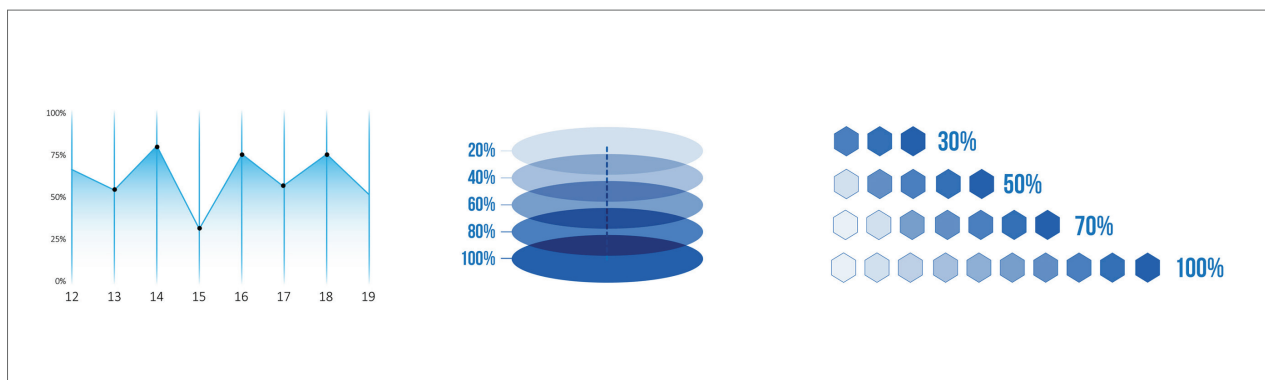


An American multinational property, casualty, and life/health assurance company offering a range of assurance products and services. The client sought to enhance efficiency in their underwriting process, which was becoming increasingly cumbersome due to the manual effort required in document review and insights generation.



Challenges

- Underwriters spent considerable time manually reviewing documents and extracting insights to help rate submissions
- The need to search through multiple documents to find specific topics or answers was impacting their efficiency and productivity, leading to delays in the underwriting process





Our work

- Developed an Outlook plug-in to automatically fetch documents from emails, process them, and generate insights, eliminating the need for manual download and upload
- Enabled insights to be downloaded as PDFs and emailed directly to underwriters for seamless integration into the underwriting system
- Implemented a conversational chatbot to address any questions underwriters had about the uploaded documents



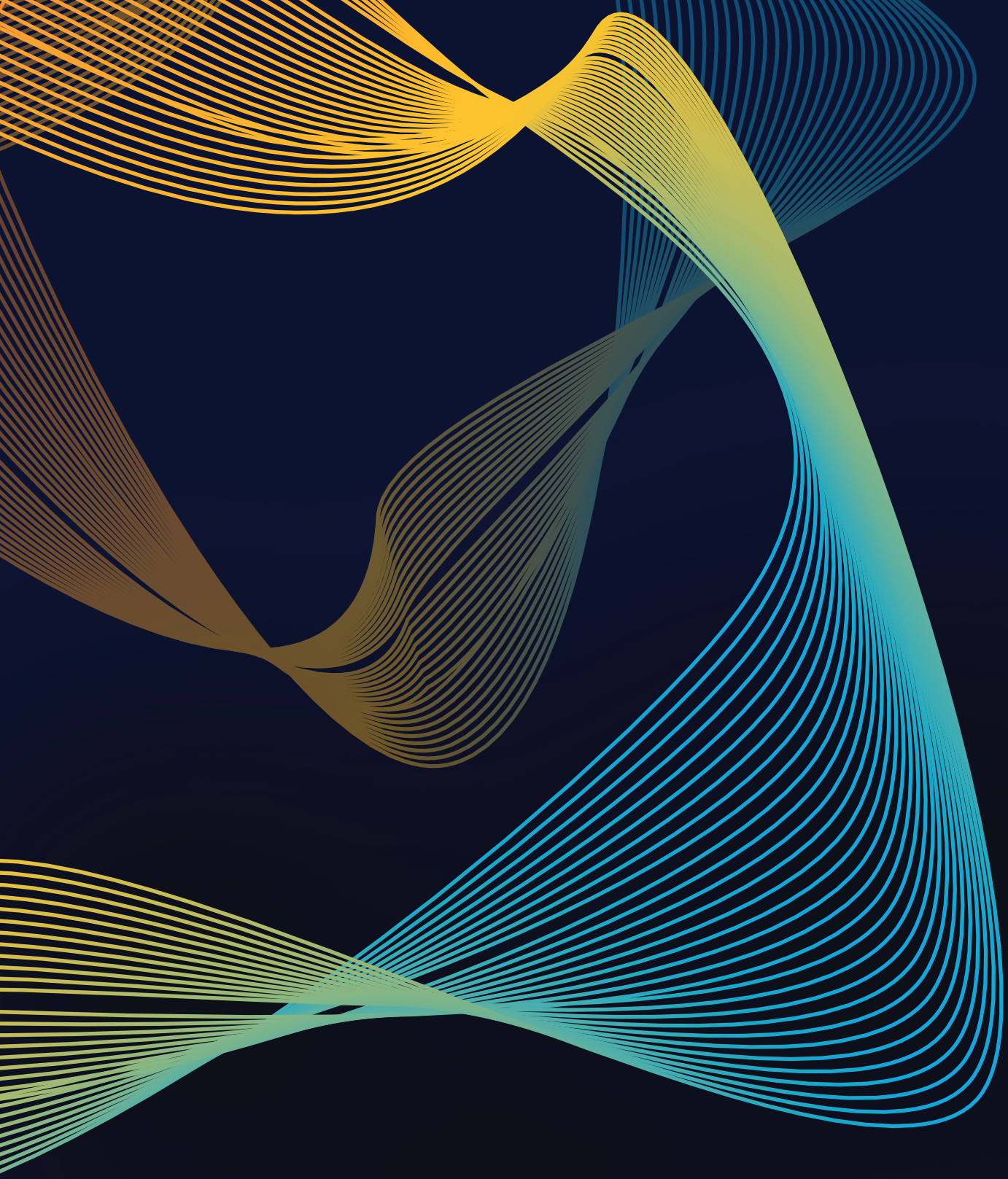
Tools & Technologies

Azure OpenAI GPT 3.5 / 4



Business benefits

- The automated processes have the potential to reduce manual effort and save **30-35%** of the time underwriters spend on document review and insight generation. A complete pilot will determine the exact value
- The conversational chatbot ensures that underwriters have quick access to accurate information, reducing the likelihood of errors



About LTIMindtree

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