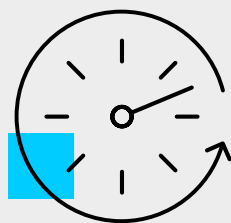**INDICO DATA**

Top U.S. commercial lines insurer boosts document intake efficiency with Intelligent Intake™

85%
reduction in processing time

One of the leading commercial lines property and casualty insurers in the United States faced a common problem: a sluggish document intake process, which led to a sizable backlog that hampered operations. With Indico Data's Intelligent Intake™ solution, they have seen a dramatic increase in the capacity for document intake, which in turn has reduced backlog and improved operational throughput.

Working through the backlog for better productivity

Each of the organization's 50 insurance businesses serves a niche market and possesses specialized knowledge regarding an industry, product or region. Because of its organizational structure, which comprises several distinct

The Indico advantage

1 | Indico is easy

Indico Data is built for your business, not just for data scientists

operating units (OUs), integrating and aligning each OU with a new technology solution is time-consuming. As a result, the organization had countless streams of information to sort and sift through with no universal platform to manage it all – creating significant backlogs across the board.

When the organization was facing potential increasing downtime / slowdowns, it was clear they needed a solution that could – once and for all – enhance and accelerate the document intake process, better analyze and interpret ambiguous data, and optimize the operational effort it took to remediate discrepancies.

Making the intake process intelligent

The insurer needed a solution with custom features that could address complex data elements. That's why the organization partnered with Indico Data for its AI-powered Intelligent Intake™ solution.

Indico's solution harnesses the potential

of natural language processing (NLP) and machine learning, outperforming traditional robotic process automation (RPA) and optical character recognition (OCR) tools in handling unstructured data. Once deployed, the organization recognized the potential of Indico's solution, which exhibited human-like decision making and worked well with elements not easily identified.

Establishing a versatile and inclusive framework for learning model development and management was the organization's overarching goal. Empowerment of non-technical users was central to this mission, enabling them to effortlessly craft and oversee models for a wide spectrum of forms and processes.

In addition, the organization is deeply committed to fostering collaborative relationships within the diverse OUs, as well as ensuring that assistance and support are provided promptly and effectively.

Indico Data's solution proved to be the perfect answer for these goals. Deploying the Intelligent Intake™ solution, the

The Indico advantage

2 | **Indico is powerful**

Indico Data is built for the enterprise, and capable of handling even the most unruly, unstructured intake data

organization noted a dramatic increase in capacity for document intake, which not only reduced intake backlogs but has also improved operational throughput.

Additionally, because of its proprietary Transfer Learning approach, Indico's platform allowed non-technical users to quickly build custom machine learning models tailored precisely to the organization's needs—giving them the flexibility to experiment with the platform without any need for an individual to have a data science background.

Unlocking new benefits across the organization

Implementing Indico Data's Intelligent Intake solution delivered significant time and financial savings for the organization. Operations and processing time that normally required human intervention were reduced, allowing underwriter to focus on other, higher-order initiatives.

Since the implementation of Indico's solution, the organization has experienced remarkable transformations in their document processing capabilities, particularly regarding unstructured data.

Post-launch, the organization has also enjoyed the advantages of a streamlined document processing workflow. This newfound efficiency has translated into quicker turnaround times, resulting in enhanced underwriter productivity.

Looking to the future, the insurer aspires to further refine their integration by exploring additional status reporting capabilities. Additionally, the lessons learned from addressing occasional downtime and slowness incidents have provided them with valuable insights that they intend to apply proactively in the future. The ultimate vision is to continue leveraging Indico as a cornerstone of their document processing ecosystem, ensuring seamless operations and enhanced efficiency in the years to come.

The Indico advantage

3 | Indico works

Where other solutions fail the majority of the time, Indico Data achieves a 97% success rate in production

About Indico Data

Indico Data automates critical workflows for enterprises in document-intensive industries, including insurance, financial services and commercial real estate. With the Indico Intelligent Intake™ Solution, organizations of all sizes can free their experts from tedious, manual tasks, and allow them to deliver more business value. Now, better intake yields better outcomes. Visit **IndicoData.ai** to learn more.

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