

Case Study

Accelerating insurance operations: The power of automating facilities repairs



With minimal automation, staff efficiency improved by 33% and will improve as King Price defines more process automation.

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24/7
Access to
work portal

33%
Improved
staff efficiency

Key challenges

- ▶ Complexity of repair claim validations and processes.
- ▶ Required a portal for managing quotations and new policies.
- ▶ 70% of claims are for geyser and glass claims, and a solution was required to reduce the time staff use to manage the claims.
- ▶ Smooth integration of different systems in support of business processes.
- ▶ Required a single platform suitable for various sectors of business to use.
- ▶ Capability for a client to directly log claims or requests.
- ▶ Capability for external contractors to access and update the system with limited functionality.
- ▶ Successful integration with the financial system to ensure an end-to-end autonomous process in support of claims.
- ▶ The ability to make informed financial decisions related to Community Schemes.

Our intervention

- ▶ Documented business processes that incorporated the automation procedures.
- ▶ Adaptation of On Key for the use of managing insurance policies and claims.
- ▶ Design, develop and use various applications to manage insurance policies and claims.
- ▶ Automation of geyser and glass claims through the use of integration software.

Value add

- ▶ Managing agents and brokers have 24/7 access to repair claims and can request quotes for new and existing clients using the Work Portal.
- ▶ Automation of:
 - ▶ validation for a claim, including approval of geyser and glass claims
 - ▶ auto-assignment of suppliers' online quoting
 - ▶ auto-approval of invoices where quotes are already approved.
- ▶ An in-depth asset register to specify claims to a component level.
- ▶ Dashboards displaying realtime information of claims that are delayed.
- ▶ Dashboards that can easily be adjusted based on learnings by King Price teams.
- ▶ Traceable workflow of claims through the On Key work order management process.
- ▶ Automated notifications using SLA functionality and work order triggers.
- ▶ Claimant can register and track progress through a single platform.
- ▶ Contractors can manage work execution, quotation and invoicing in a single solution.

Client background

- ▶ King Price is a leading short-term Insurance provider in South Africa. They wanted to streamline current business processes to support community schemes and explored replacing their existing system with a system that can be developed and tailored to fill the role of a central hub, be the system of record, and manage the entire process flow.
- ▶ King Price was seeking a unique solution that enables a connected community through complete underwriting, claims admin and repair solutions for all their stakeholders. The claims system should minimise human intervention, allowing a smooth and user-friendly experience for a potential client, clients, contractors, agents, brokers, King Price in-house departments, including claims to name but a few.

