



Capgemini's Cognitive Document Processing for Insurance

Accelerate your business with improved document processing



Documents – The Challenge

Insurance companies worldwide across Property & Casualty, Health, Life, Commercial, Professional Liability and Reinsurance process millions of documents daily. These documents are in paper and digital form and span across the entire customer journey – from onboarding to servicing to claims and offboarding. Several critical functions in the insurance value chain are still managed through paper, including policy submission with proof of eligibility, benefits enrollment, claims and updates to policy for changes in coverage. These documents can be machine-printed, handwritten or have signatures and come with different compliance needs to capture and validate information.

Processing these documents takes significant time and effort, which delays the availability of this information for performing high value activities such as underwriting, claims adjudication and policy onboarding.

Critical functions supported by Inbound Document Processing	Activities required to convert documents into “actionable” data
<ul style="list-style-type: none"> • Identity and demographic information • Risk information • Claim documentation • Requests for service • Agreements and Confirmations • Complaints 	<ul style="list-style-type: none"> • Reading • Understanding • Validating • Correlation • Data entry / summarization
<p>The result is a poor customer experience and slow turnaround times due to manual processes</p>	

With customers demanding a near real-time response on every request, it is very important for insurers to quickly process and make swift decisions with utmost accuracy.

Capgemini can solve this business problem by automating and accelerating document processing with the right combination of technology and business process outsourcing capabilities, allowing insurers to make faster and more accurate decisions. By adding a cognitive component to it, document processing can be intuitively enhanced, freeing up valuable employees for more value-added tasks.

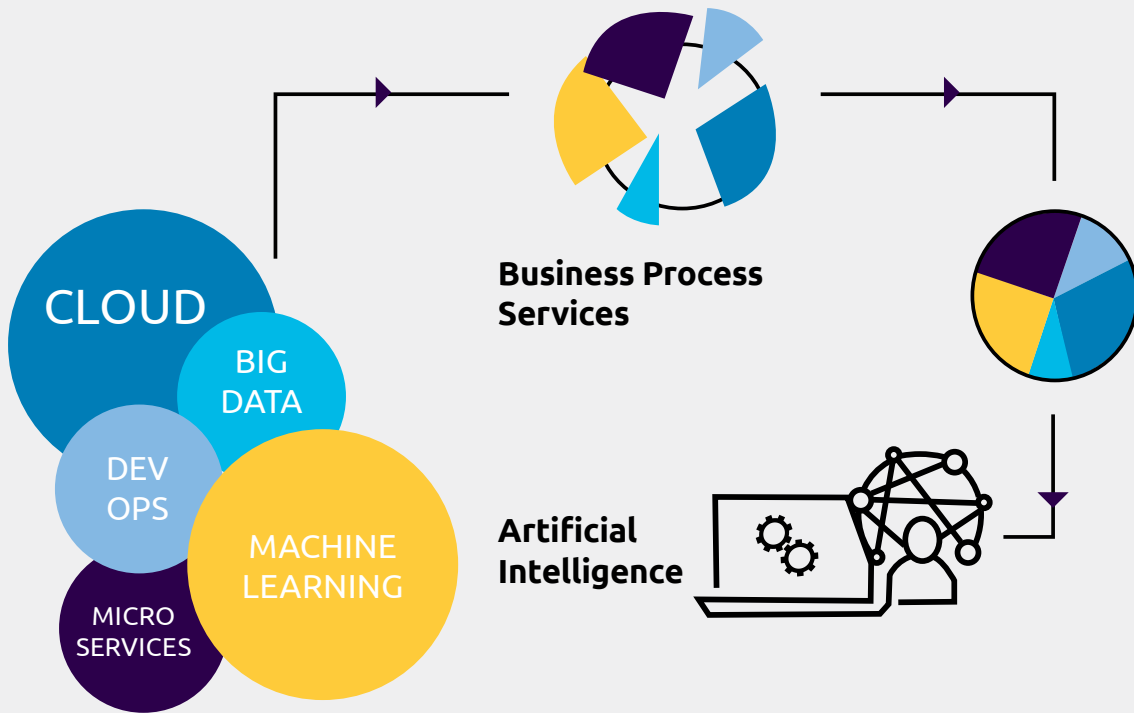
Automate and Accelerate Document Processing

Capgemini has created an end-to-end **Cognitive Document Processing (CDP)** solution that automates the ingestion, organization and evaluation of digital documents rapidly, securely and at reduced cost. CDP is a solution built with best of breed technology based on machine learning and Artificial Intelligence bundled with highly optimized business processes. It evaluates the type, state and relevance of your documents, extracting pertinent information for taking critical business decisions. The solution can comprehend different types of document print and cursive handwriting. With the help of APIs, information is fed into downstream systems like Business Process Management, Robotic Process Automation or core systems like Policy Administration, Claims and Billing.

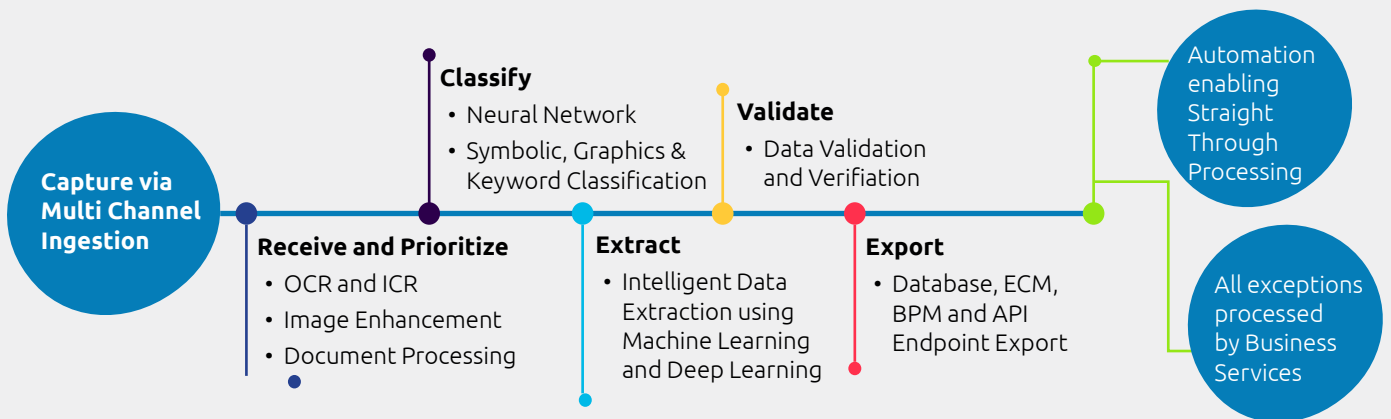
By automating tasks that in the past could only have been performed by people, CDP delivers a range of benefits that include:

- **Enhanced operational efficiency** – automate the import, processing and organization of your documents to ensure rapid delivery of information leading to 40–60% cost savings.
- **Improved customer experience** – reduced processing timeline helps drive NPS. Some insurers are using the short fulfillment times as a differentiation in the market.
- **Increased quality & compliance** – increase the accuracy of your document processing. The CDP solution emphasizes intelligent data detection and cleanliness, as key information can be validated against industry or custom dictionaries.
- **Enhanced agility** – react quickly to new documents, templates or changes in volume vis-à-vis a traditional approach which takes longer.

The CDP solution employs machine learning-enabled recognition to maximize automated extraction of information from unstructured documents, bundled with efficient business process services to provide expected outcomes for our clients.



How CDP Works



Some of the key highlights of the CDP solution are listed below :

- Use Cases - Multiple use cases across the value chain such as Customer Onboarding, Underwriting, FNOL and Claims
- Type of documents - Supports both machine-printed and handwritten documents
- Classification - Advanced classification using word spotting and rules
- Validation - Out of the box validation for key data elements like addresses, Medical ICD codes, Provider database, DMV information
- Data Formats - Easy to integrate with industry-standard data structures like Electronic Data Interchange (EDI), XML
- Integration - Plug & play capability with industry core platforms like Guidewire and Duck Creek



Capgemini's CDP offering is aimed at extracting relevant information from unstructured content and enable straight through processing by integrating with core systems and robotic applications "



Why Capgemini

Capgemini is a global leader in Intelligent Automation and business process outsourcing services. The CDP solution is fueled by our years of experience helping clients document capture, intelligent automation and business process outsourcing. With CDP we bring enhanced recognition, machine learning and artificial intelligence capabilities for accelerating document processing to meet business objectives for our clients.

We provide an end-to-end solution coupling our Intelligent Automation with Business Services to provide for full document processing. We partner with leading document extraction, recognition and robotic processing vendors to enable CDP solution for our insurance clients. We continuously strive to enhance the effectiveness of the solution as the technology landscape evolves.

To know more about this solution or set up a meeting for a solution demonstration, email us at insurance@capgemini.com.

About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2017 global revenues of EUR 12.8 billion.

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