



ACHIEVING 99.5% ACCURACY IN CLAIMS MANAGEMENT WITH END-TO-END AUTOMATION

Discover how a leading financial organization overcame challenges
in data sourcing, routing, collaboration, and integration
by harnessing the power of low-code technology.

About the Customer

A prominent financial group in North America with 40+ years of expertise, serving over 6,000 banks, credit unions, and auto dealers across the region. Trusted for its innovation in insurance, lending, and risk management, the company helps financial institutions reduce risk, improve profitability, and deliver personalized digital experiences powered by AI.

Engagement Story

The group's claim management process was heavily dependent on legacy systems and spreadsheets. The claims were logged manually and assigned by supervisors to processors, then passed through adjusters, carriers, investigators, or appraisers before final approval or denial.

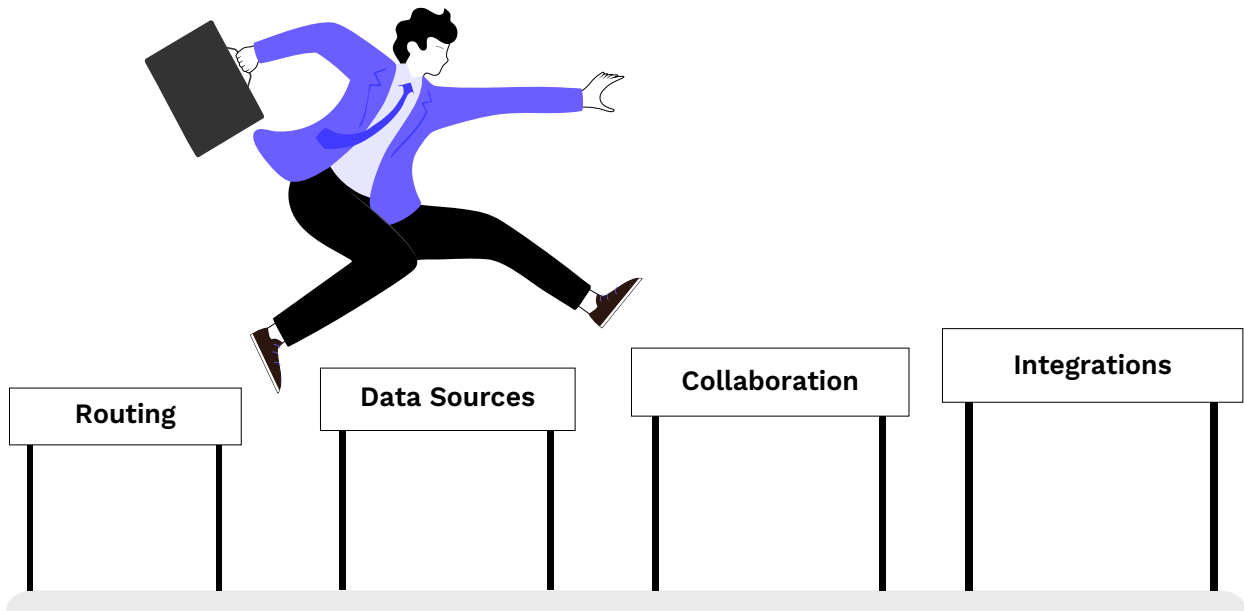
The business growth faced serious limitations with their spreadsheet-driven process. Manual allocation created bottlenecks, tracking claim progress across multiple stakeholders was difficult, and the lack of visibility into claim status made it impossible to manage workloads.

The financial group teamed up with EvonSys to automate and modernize their end-to-end claim lifecycle management. The primary goal was to streamline workflows, provide real-time visibility into claims, and systematically organize work.

With manual processes slowing claim handling and limited visibility across teams, the group recognized the need to modernize and bring every stage of claim management onto a single platform.

Key Business Challenges

An outdated system, burdened by fragmented tools, extended timelines, and frequent delays, made it difficult for the financial group to scale or respond swiftly to business needs.



Routing

Work distribution was tedious and labour-intensive, often consuming hours. Tasks were manually allocated and tracked using Excel sheets, which required constant manual updates.

Data Sources

Information was fragmented across multiple systems, making it difficult for users to access accurate, timely data.

Collaboration

Team interactions occurred outside the system, with little to no visibility for supervisors. This lack of oversight caused frequent delays and impacted the accuracy and quality of reporting.

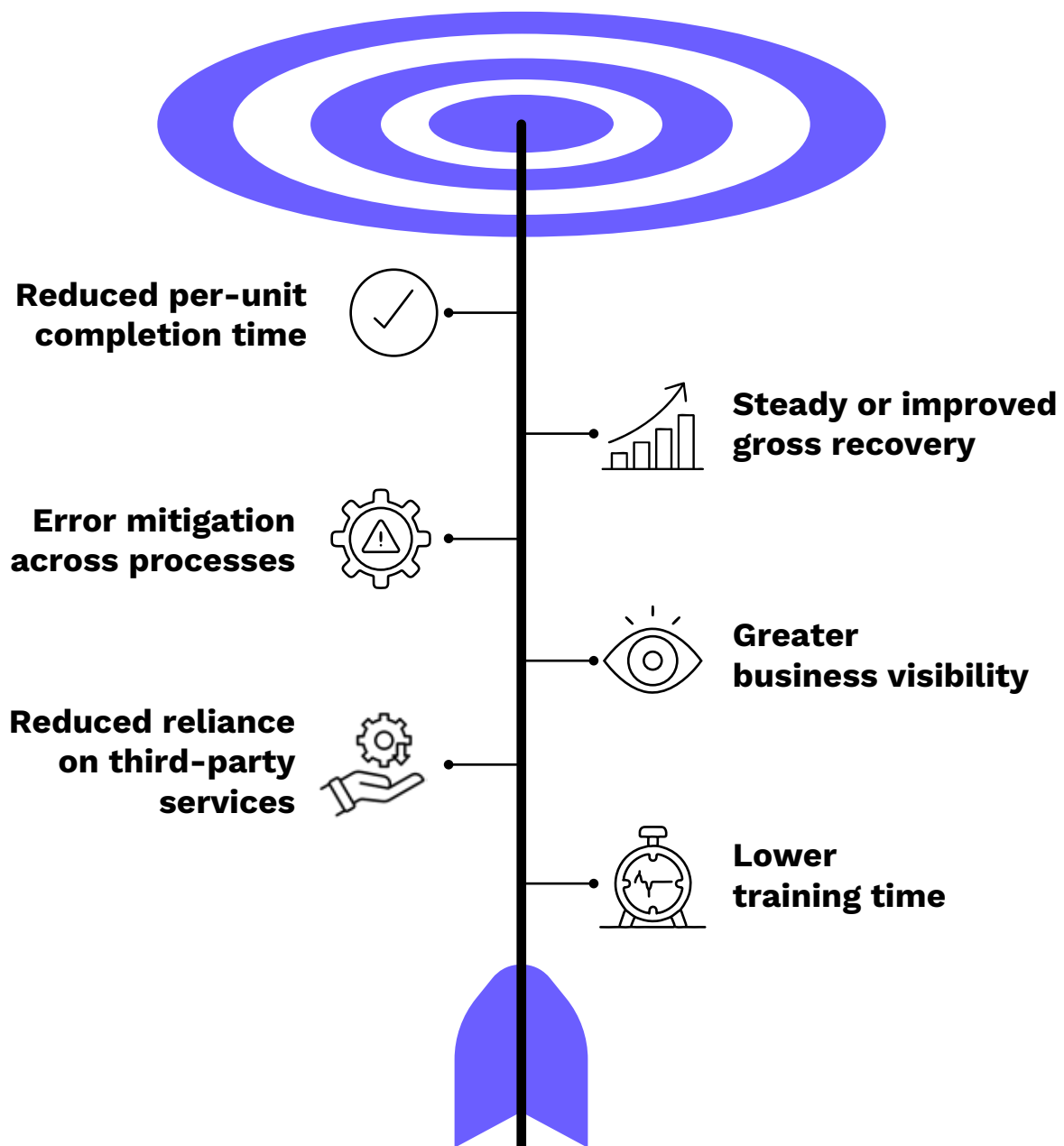
Integrations

There was no single point of access to external data sources. Users were forced to navigate multiple platforms, slowing down decision-making and reducing overall efficiency.

Desired Goals

The client sought to implement a modern system that would automate end-to-end claim review and investigation process. Key objectives included reducing manual workload through intelligent data scrubbing, establishing a single source of truth for the entire claims' lifecycle, and ensuring seamless support for audit requests from multiple stakeholders.

They also aimed to achieve



Solution

By addressing key inefficiencies and introducing intelligent automation, the new system transformed the claim management process by eliminating fragmentation and reducing errors.

Streamlined Lifecycle Management

EvonSys implemented Pega's Claim Management Lifecycle to create a unified workflow management system. This brought the entire claim lifecycle onto a single platform, cutting down manual processing, reducing errors, and significantly improving throughput time.

Seamless Integration

Through API-based integration, stakeholders can securely access data from various connected systems, including AIMS (Auto Inventory Management System), AASS (Automated Allied Setup Service), UNITRACK, CCC, Winking (police report search), SCA (appraisal platform), and more.

Single Source of Truth

The new system replaced fragmented processes with a centralized, single source of truth. This simplified operations, shortened timelines, and reduced the training required for employees.

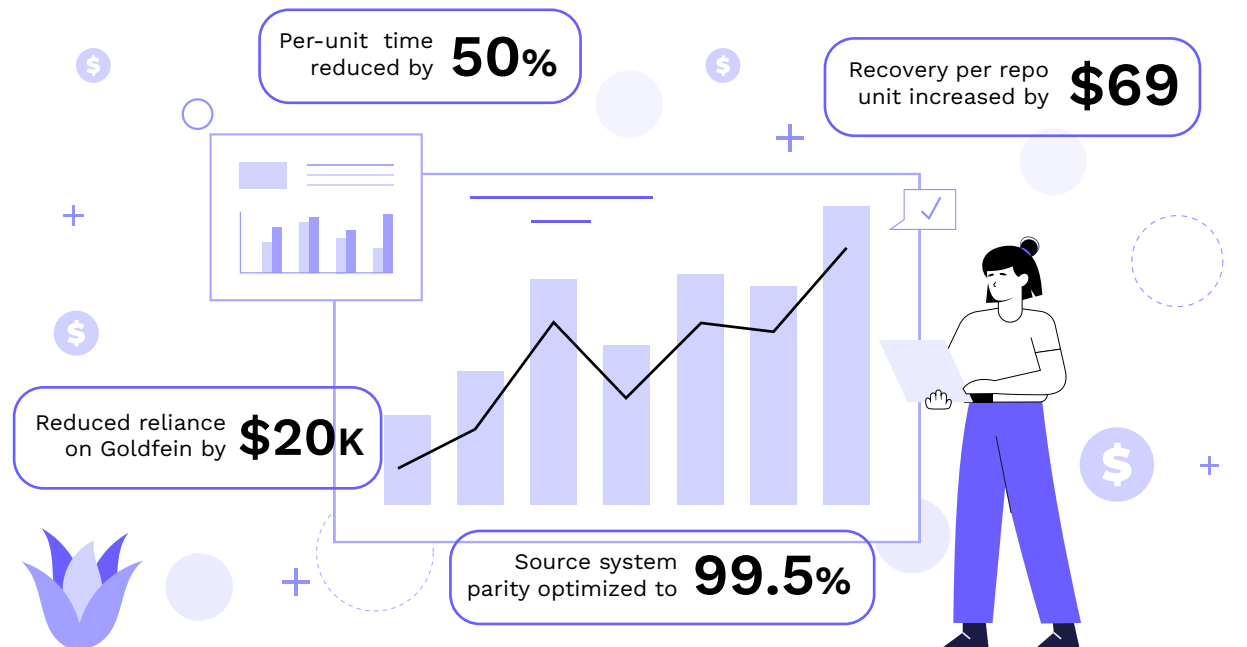
Automated Reporting

Through the integration of OCR (Optical Character Recognition), along with Email and File Listeners, manual report preparation was automated. Reports such as SLA, closed claims, and initial approve/reject are now generated automatically, ensuring accuracy and faster turnaround.

The client moved from a fragmented, legacy-based system to a unified platform that improved process efficiency, reduced training time, and shortened overall timelines.

Business Outcomes

The end-to-end automation of claim review, investigation, audit, and resolution delivered significant value to the client, including measurable efficiency gains and cost savings.



Improved Recovery

- Recovery per repossessed unit increased by \$69
- Average monthly recovery reached \$3.4 million, while maintaining strong performance levels

Faster Processing & Higher Productivity

- Per-unit completion time reduced by 50%
- The average cycle time cut from 19 days to 10 days
- Throughput per employee improved from 300 to 400 claims daily
- Capacity savings of 14 FTEs, translating to \$651,000 annually

Reduced External Dependencies

- Lowered KM2 employee resource costs by \$40,000 per month
- Reduced reliance on Goldfein by \$20,000 per month through better integration

Operational Efficiency Gains

- Training time slashed by 20%
- 99.5% of workflow processes now managed through BPM
- 99% of workflow reporting delivered via BPM
- Source system parity optimized to 99.5% accuracy

With the new system in place, the training time has been reduced by 20%, and 99.5% of workflows are now managed through BPM, ensuring consistency and control.

Client Testimonial

We've been working with EvonSys for over two years, and they are by far the best partner we've had. The team is prompt, sincere, and truly invested in our success. Their solution helped us cut training time by 20% and achieve 99.5% accuracy through their BPM platform- a huge improvement for our company. I always say, you can't go wrong with EvonSys.



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