

Caribbean Insurer's Bottleneck: Manual Claims Impact



A long-standing Caribbean insurance provider, with over 30 years of regional service and a team of 700+ employees, encountered a significant operational hurdle.

Their manual claims processing system proved to be a major bottleneck, causing delays, data errors, and a decline in customer satisfaction.

Impact

We automated this entire process and observed significant improvements in operational efficiency and data quality:

30%

Increase in customer interactions within 3 months

5000+

Hours saved annually, showcasing optimized operations

95%

Data Accuracy achieved, ensuring superior data integrity

Tezo Edge

Operational Pressures

Claims had to be sorted and processed by hand, creating delays and chaos.

Some claims slipped through the cracks. Others took too long, leading to frustration and complaints.

Front-end submissions weren't syncing well with internal systems. Teams were wasting time jumping between tools.

Customers often submitted incomplete or incorrect info, slowing things down even more.

Strategic Interventions



We gave customers (individuals and providers) an easy-to-use web portal to submit claims directly.



Automated claims routing and tracking behind the scenes, speeding things up and reducing errors.



Connected everything, from the portal to backend systems, so data flowed smoothly and nothing got lost.



With built-in filters and prompts, users got the help they needed to submit claims correctly the first time.

Tech Stack



Let's build your AI advantage.

If you're rethinking how your systems, data, and teams should work together, you're in the right place.

Talk To Us