

CUSTOMER STORY

Insurance company automates reinsurance recoveries

25k+

claims processed
each month

4

days
saved

70

manual steps
automated

The customer

A leading global insurance provider serving over 6.5 million policyholders worldwide. The company offers a broad portfolio of general insurance products and partners with a wide network of intermediaries and brands to deliver protection to individuals, families, and businesses.

Known for its innovative approach to claims management and operational excellence, the insurer operates in complex, high-volume environments and is committed to leveraging technology to enhance customer outcomes and internal efficiency.



Challenge:

claims complexity

Each month, the insurer needs to determine how much money to recover from its reinsurers for paid claims—a process that is both critical and complex. The approach relied on large, unwieldy spreadsheets that were difficult to manage and often too resource-intensive to be recalculated on standard company PCs.

The process required 3–4 days of manual effort and was heavily dependent on a single subject matter expert, creating operational bottlenecks and key person risk. As claim volumes grew, the insurer faced increasing pressure to find a more scalable, transparent, and automated solution to manage reinsurance recoveries efficiently and accurately.

Solution:

automated reinsurance recovery

To address the complexity and inefficiencies of the reinsurance recovery process, the insurer implemented an automated solution built on the Solvexia platform. The automation is designed to compare monthly claims data against reinsurance rules and accurately calculate the amounts to be recovered.

The process was migrated to Solvexia's SQL server-based environment, enabling high-performance processing of large data volumes that previously exceeded the capabilities of standard spreadsheets. The solution also introduces full transparency across calculation steps, allowing multiple team members—not just the subject matter expert—to run, review, or adjust the process with ease.



Results:

efficient recoveries

The insurer now completes the end-to-end reinsurance recovery process in just five hours—down from the original three to four days of manual effort. By automating 70 previously manual steps, the solution not only eliminates key person dependency but also significantly reduces the risk of human error. The automated process now handles over 25,000 claims efficiently each month, delivering accurate and auditable calculations.

Since moving to Solvexia's SQL server-based platform, the insurer can process large volumes of data rapidly and rerun calculations as needed without performance issues. The automation was deployed in under three months and continues to save the business four full days of manual work each cycle, freeing up resources and enhancing operational resilience in a critical financial process.

About Solvexia

Solvexia is a low-code platform that automates spreadsheet-driven data preparation and manual processes. It enables finance to free up their time by running processes 100x faster with 98% fewer errors, allowing businesses to reallocate essential resources to value-added work.

Finance and accounting teams choose Solvexia to unify data from systems and spreadsheets and automate their processes without involvement from IT. Its drag-and-drop interface makes it fast to deploy and easy to learn. Solvexia combines and manipulates data, performs calculations and creates interactive reports, analytics and smart dashboards for richer insights for your stakeholders.

You can leverage Solvexia to automate hundreds of processes for your company, including reconciliations, revenue and expense reporting, regulatory compliance, rebate management and much more.