Digitizing the Insurance Industry
Unlocking exceptional customer experiences

**$470 billion**
Churn over lost loyalty and poor customer experiences can cost as much as $470 billion in premiums globally.

**2-4x GROWTH**
Insurance carriers who provide best-in-class customer experiences generate 2 to 4 times more growth in new business and about 30% higher profitability than carriers with an inconsistent customer focus.

Trapped in the same old ways:

Today’s insurance challenges

But insurers can’t offer the digital maturity and ease of use customers expect:

- 61% of global insurers are still in the early stages of digital transformation.
- Only 22% of insurers have launched personalized, real-time digital or mobile services.
- 76% of insurers don’t provide any mobile customer applications.
- 15% of customers are satisfied with their insurers’ digital experience.

Quick and easy checkout

is a top insurance customer priority – but more than half of insurers have only partially automated their quote-to-issue processes.

The road to radical ROX: ABBYY Digital Intelligence

ABYY unlocks digital transformation’s promise for insurance companies. By guiding insurers toward intelligent automation, ABBYY Digital Intelligence solutions provide a roadmap to significant ROX and revenue.

- ABBYY Timeline
- ABBYY Vantage
- ABBYY Frisk Detector
- ABBYY FlexiCapture

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Sources:

- https://www.insurancedigitalrevolution.org/

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Money insurers are automating through process transformation, they often waste their investment on automating the wrong areas.

Leaders must understand their processes before digitizing them.

Many insurers are automating their digital transformation processes to improve customer experience.

Without digital transformation, insurers are losing out:

- Customer dissatisfaction and attrition
- Lost opportunities for upselling and cross-selling
- Inability to detect fraud
- Failed compliance audits and fines
- Inability to improve their processes

The road to radical ROX:

ABYY Vantage

Enhance RPA with trained cognitive skills.

ABYY Timeline

Discover and transform your processes to digital maturity.

ABYY Frisk Detector

Nugget insurance fraud safely and reliably.

ABYY FlexiCapture

Digitally capture and transform paper data.

ABBYY unlocks digital transformation’s promise for insurance companies. By guiding insurers toward intelligent automation, ABBYY Digital Intelligence solutions provide a roadmap to significant ROX and revenue.

Only ABBYY elevates the intelligence of digital transformation. Contact us today to learn more.