

# Claims Management

Faster and more accurate document handling to speed time-to-close



## Challenge:

Manually extracting and processing data from documents that are part of the claims process is time-consuming and prone to error.

The largest writer of U.S. commercial property casualty insurance needed a digital solution to capture and extract information from fields across 11 distinct documents, including accident reports, repair estimates, and invoices—so their team could focus on offering exceptional customer service.

## Solution:

ABBYY applies artificial intelligence to **process mining** and **document processing** to give insurers complete visibility and control over claims processes and the data that drives them.

With ABBYY's Intelligent Document Processing (IDP) platform, they automated the capture and verification of the required document fields, improving processing speed and accuracy.

## Results:

Automating claims document processing has improved data accuracy and time-to-close. The claims team is now able to focus on higher value activities, and customers experience has improved as a result of faster claims processing.



The opportunities for insurers to differentiate themselves through stronger customer experience are huge and growing.

[McKinsey](#)

## ABBYY IDP and Process Intelligence can...



Automate up to 95% of documents



Deliver 99% accuracy



Reduce cycle time by 30%