

Case study

CUSTOMER:



*CNP Seguros Argentina, a multinational company with more than 25 years in the country and belonging to the French CNP Assurances, has a wide range of insurance products for people designed to cover the protection and savings needs of its policyholders, accompanying them in every moment of life. It is in the process of digital transformation and **has chosen TheEye as one of its technology partners to support its growth with efficiency and agility.***



AREA:

Management,
Purchasing, Accounting,
Finance.



GOAL:

Load of claims.



CHALLENGE:

Streamline the process of loading claims from users, automating the reception of emails that inform about claims, the generation of the import file and its subsequent upload to a web system. This process required the Claims area more than 90 hours per month and it was carried out 100% manually, being one of the most tedious and repetitive tasks but fundamental for the operation. It requires more than 160 hours per month.

ECONOMIC IMPACT:

- **Financial penalties.**
- **Dissatisfaction of beneficiaries and suppliers** due to delays in the loading and management of the claim.
- **Manual time demanded:** +96 hours per month (0.5 FTE, full time employee), i.e., it demanded work of half a person per month.

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SOLUTION:

TheEye report generation with upload to web system composed of an unattended back office bot together with an unattended web bot that is responsible for: **PROCESS** all emails received and download files and attachments > **STORE** relevant data from the files > **GENERATE** reports for the area and for uploading to the web system > **LOG IN** to the web system and import the indicated report.

In case of not having found any relevant data, e.g. user's ID, the bot will make the corresponding notification. Both bots are running on a daily frequency and at the end, the bot will make the management reports for the area.

For this success story we worked hand by hand with the **CNP Seguros team** under the intra-entrepreneurial leadership of **Rodolfo Cerain**, Head of Portals and Integrations.

RESULTS:

- > **Hours freed up** to improve claims analysis, management and settlement. Also, the team has dedicated hours to improve its reporting and dashboard design.
- > **Return on investment in 6 months.**
- > **Increase the speed of response to users and avoid delays, improving the experience and satisfaction with the company.**