



Use Case - Insurance

eika.

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About Eika

Eika Forsikring is Norway's sixth-largest insurance company with more than 220,000 customers. They offer a wide range of services to private customers, businesses, and agriculture. They are part of the Eika Group and have over 1,000 certified insurance advisors focused on availability, personal support, and counseling.

Eika Forsikring is passionate about creating an exciting workplace for their employees and wants to assure good customer experiences for new and existing customers.

220,000

Customers

300,000

Emails and Documents

70,000

Claims

The challenge

During an average year, Eika Forsikring handles 70,000 claims in their claims department. In relation to these claims, they receive and process around 300,000 emails and documents of all kinds, such as police certificates, valuation reports, invoices, receipts, medical certificates, communication across insurance companies, and more.

Today all inquiries must be manually read, interpreted, classified, and further processed in their systems as a part of the settlement process. They spend a lot of time and resources classifying inquiries, assessing cases, and communicating with customers.

Manual and time-consuming tasks



Emails



Documents



The goals

Eika Forsikring wants to streamline their work processes in claims handling to improve employee satisfaction and customer experience. The solution should take care of repetitive, tedious, and time-consuming tasks.



Improve employee satisfaction



Free up time for better customer care



Thomas Dinhoff Pedersen
CIO at Eika Insurance

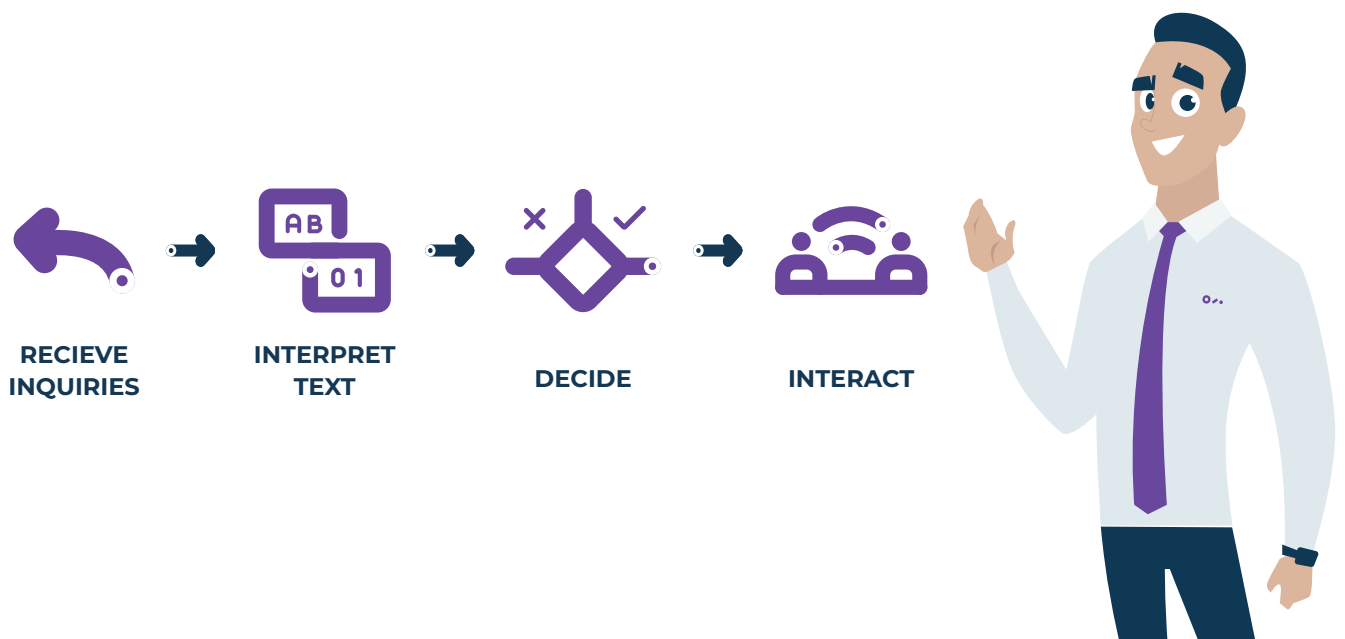


Initially, we will use Digital Employees to automate parts of the time-consuming work in our **claims processes** - tasks which our case handlers are manually doing today.

Having the automation grade increased in our work processes reduces the **case processing time** and results in a better customer experience. Our primary goal is to improve the **customer satisfaction**.

We get more relevant and **accurate settlements** and can **free up time** for our case handlers.

With the help of Digital Employees, our case handlers can **spend more of their valuable time on customer care**.

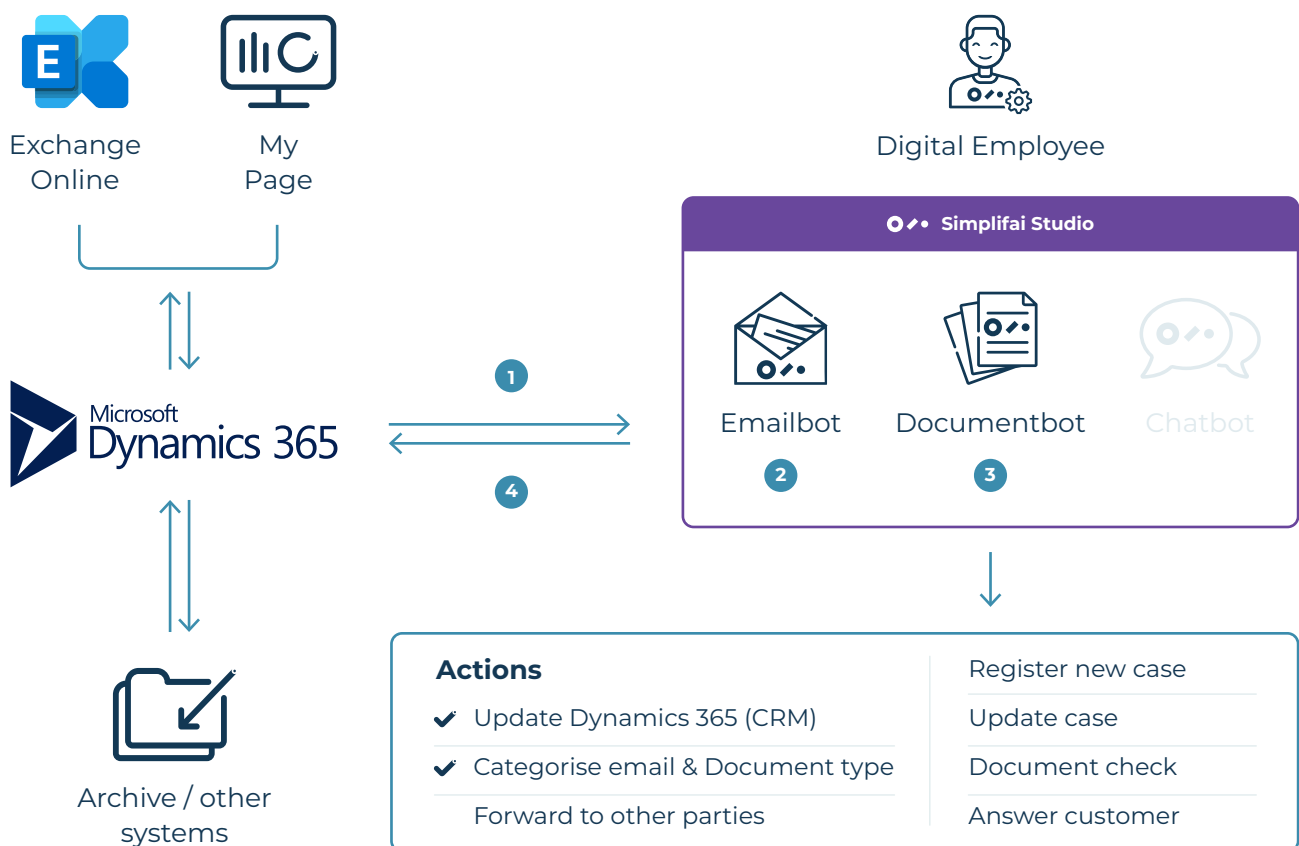


The AI solution

Eika Forsikring uses a Digital Employee with AI powered Emailbot and Documentbot to receive and handle customer email inquiries and attachments.

The Digital Employee will classify emails and documents into relevant categories and extract information where relevant.

The solution is integrated to front-end systems and back-end applications to gain as much value as possible from the AI automation process.



Digital Employee Flow

- 1 Digital Employee solution fetches emails/documents from Dynamics 365.
- 2 Using the AI powered Emailbot, emails are read and categorized by type.
- 3 If emails have attachments, the Digital Employee solution forwards them to the AI powered Documentbot to read and categories the document type.
- 4 The Digital Employee solution updates Dynamics 365 with email and document types.

The key benefits

The AI-solution increases work efficiency in the claims department and reduces response time for customers significantly.

Staff can now spend more of their time with customers rather than processing data in their back-end systems.

Eika can fully control and expand the AI-solution in Simplifai Studio.



Increased efficiency



Reduced response time



Customer satisfaction



Thomas Dinhoff Pedersen

CIO at Eika Insurance



I must admit that I'm positively surprised by the results. It was delivered as promised (and more) in a very short amount of time. The goal was to achieve a 70% automation grade, and we achieved way more.



Kristin Bjerkli

Head of Claims



Good references, successful POC, and handling of GDPR were crucial for our choice of AI-supplier.

Go to simplifai.ai to learn more & book a demo

