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Boost productivity and cut leakage with Kyndryl Automated Document Processing

Challenging times for insurers

For insurance companies, processing documents in scenarios such as first notice of loss (FNOL) can be a major source of inefficiency and delay. Relying on error-prone manual data collection and entry can slow down processes and lead to incomplete or inaccurate information. At times of peak demand, high volumes of incoming claims can exacerbate these issues, further reducing productivity.

If an insurer is unable to process genuine claims rapidly and efficiently, customer satisfaction is likely to fall. Equally, manually processing large volumes of documents can make it harder to detect fraudulent claims, increasing the risk of leakage.

Faced with these challenges, many insurers are seeking ways to increase efficiency and speed, boost customer satisfaction and enhance their ability to scale up operations at peak times.

Solution description

The Kyndryl Automated Document Processing solution uses Generative AI (GenAI) technology to streamline the insurance claims process. Running on Amazon Web Services (AWS) to help ensure high performance and availability, the Kyndryl solution automates the collection and validation of customer information, accelerating processes like FNOL.

→ **High availability:** Unlike manual workers, the automated solution can work around the clock if needed and can be scaled seamlessly to meet peak demand.

→ **Real-time processing:** Instant processing of documents eliminates delays in determining whether claims meet required criteria.

→ **Reduced error rates:** Automated data entry eliminates human errors, enabling more accuracy in processing of claims.

→ **Enhanced risk assessment:** This Kyndryl solution can analyze large datasets quickly to improve risk assessments.

Customer outcomes and benefits

The Kyndryl Automated Document Processing solution:

→ Accelerates the processing of customer claims and cuts administrative costs

→ Boosts productivity by releasing staff from manual data entry

→ Reduces leakage through higher accuracy and better fraud detection

→ Enables round-the-clock operations that can scale to meet any level of demand

→ Enhances customer satisfaction

By deploying the Kyndryl Automated Document Processing solution, insurers can deliver higher levels of service at lower cost and with higher accuracy. The solution helps protect margins and drive repeat business for the client.

Why AWS

Kyndryl selected AWS as the best platform for the automated document processing solution in recognition of the depth and breadth of its AI capabilities. AWS offers comprehensive tools and services for building AI-driven solutions and provides enormous scalability and flexibility for large data volumes and transactions. In addition, AWS services integrate easily with existing on-premises and cloud systems, enabling Kyndryl customers to adopt the solution without significant infrastructure changes.

Why Kyndryl Data & AI

Kyndryl has a proven track record of delivering AI-enriched solutions to Fortune 500 companies. Our more than 7,000 global practitioners have deep expertise in AI, applications, big data and cloud, as well as domain experience in the insurance industry. The Kyndryl team spans full-stack developers, architects, program managers, engineers, data analysts, consultants, testers and data scientists, giving us true end-to-end capabilities in designing and delivering impactful AI solutions.

For more information

Get a 30-minute, no-cost strategy session with a Kyndryl AWS expert to learn more about how to accelerate insurance claims processing, cut costs and boost service levels. Or visit Kyndryl and Amazon Web Services (AWS).

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