TECH mahindra

Automation of Agent Commission for US based Leading Independent Marketing Organization

Overview

The client required a cost-effective automation solution based on OPEX model without major investment in infrastructure and licenses for the automation of agent commission, which is calculated based on the statement downloaded from carriers' websites. A huge manual effort was spent to download the statements from various carrier websites. Delay in the downloads eventually led to the delay in the downstream process – dashboard and reporting (prediction and forecast, and payments)
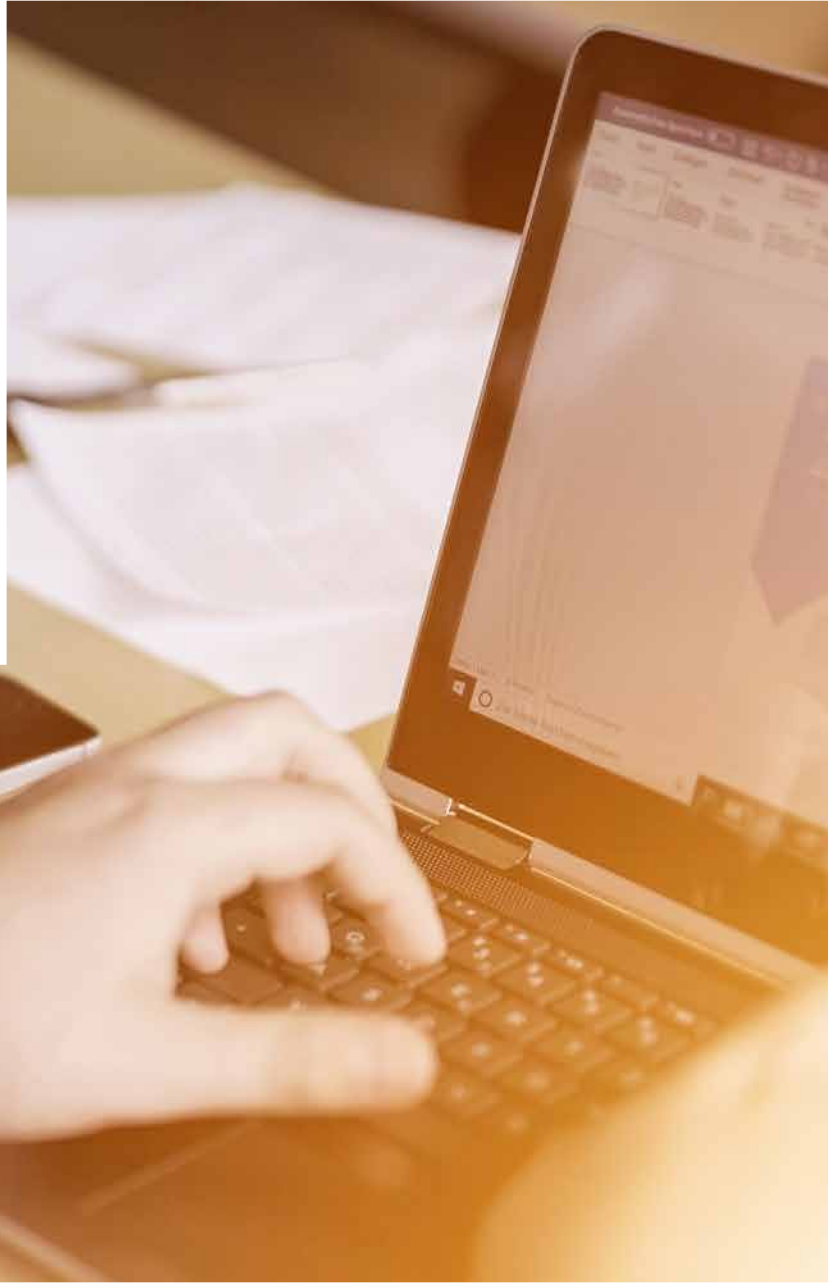
Client Background and Challenge

The client is a US based largest independent marketing organization offering insurance marketing and brokerage service for annuity, life, and health insurance products

The major challenges included:

⊚ Highly manual process of downloading the statements from 57+ websites of different carriers

⊚ Manual error in downloading wrong report contributing to overall cycle time for calculation of commission

⊚ Increase cycle time for report generation as the dependency was on the availability of the agent

Our Approach and Solution

Tech Mahindra provided cost effective IPA solution based on Tech Mahindra's automation as a service model – pay per month (per use case) without investing in infrastructure and licenses. Automated commission and production statement enabled download for 57 websites and email statements using Automation Anywhere, 360 RPA- cloud native platform-based solution which has been implemented with 8 use cases.

Business and Community Impact

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FTE saving

70% - 75%
cycle time reduction from 3 hours to 30 mins in report generation

~99%
accuracy in reports

~90%
manual effort saved

To know more, reach us at IntelligentAutomation@TechMahindra.com

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