

# Customer Case Study

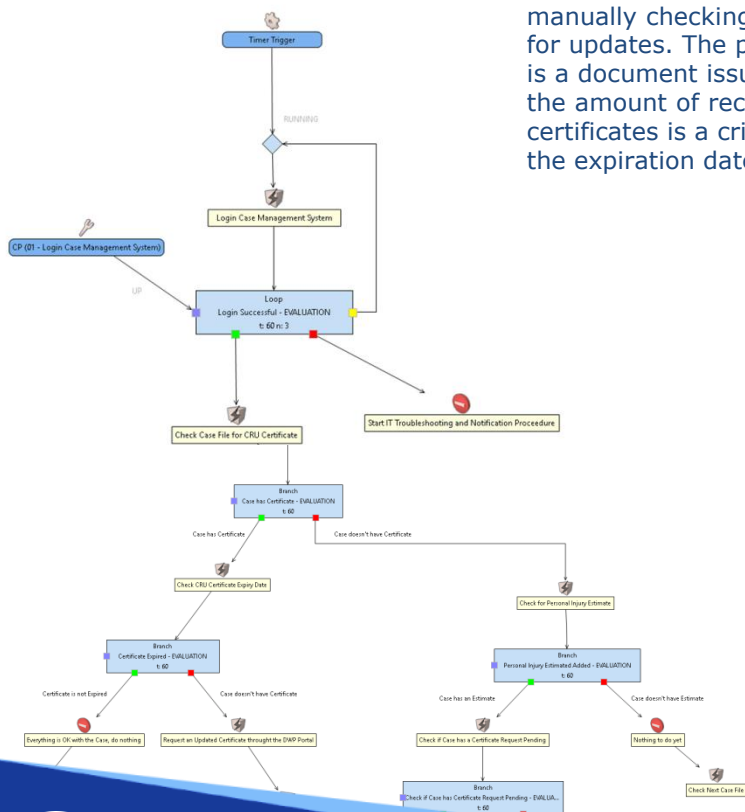
A large insurance company uses AmdoSoft/b4 to manage their personal injury legal cases

## Overview:

The legal team in charge of claim cases faces multiple challenges. There are a number of important processes that have to be precisely timed and monitored to avoid losing cases and getting penalised.

## Challenge:

The administration of the case files was time-consuming and prone to human error. It involved manually checking case files for updates and relying on the claims department to inform the legal team for updates. The personal injury case procedure also requires an application for a CRU Certificate which is a document issued by the Department of Work and Pensions Compensation Recovery Unit and shows the amount of recoverable benefit if any, which applies to an accident claim. The management of these certificates is a critical process that requires multiple certificate requests for each case, keeping track of the expiration date of the certificates, as well as informing the DWP when a case is closed.



### Technical Assessment

Number of Applications Involved	1-2
Number of Process Steps	11 -> 30
Citrix Access	Some Citrix
OCR Required	Some OCR
Average Stability of Applications	Stable

While analysing the processes with the subject expert, the AmdoSoft team was able to identify multiple areas where the b4 system as a whole and the b4 RPA bots could automate and safeguard the process. The technical assessment that followed, confirmed the amount of work and the complexity of the implementation.

## The Solution:



The “Personal Injury – Robotic Process Automation Protector” automates and monitors the state of personal injury case files and achieves the following benefits:

- Decreased workload of case handlers and time savings of over 840 hours/month
- Safeguards the personal injury case journey
- Increased speed at which CRU certificates are received which in turn increases the speed at which cases can move forward
- Eliminates the risk of missing and inaccurate information
- Eliminates the risk of missing important dates (e.g. CRU certificate expiry date)
- Streamlines the use of resources

In order to achieve the above benefits, the “Personal Injury – Robotic Process Automation Protector” utilises multiple RPA bots that regularly log into the case management system and perform actions including:

- Checking each case file for errors, updates and the CRU certificate expiration
- Checking if the CRU form has already been registered or not
- Sending the CRU form via email in case it has been registered
- Filling out form details
- Informing the responsible party in case important details are missing
- Checking each case file for Settlement/Closed status and informs the DWP
- Producing monthly reports for management