



Case Study

Transformation Led Operational Excellence for P&C Insurer

Integrating AI automation and triage portal for unstructured data management with a focus on accuracy and efficiency

Case Summary

SLK helped a leading P&C insurer in Illinois accelerate their data processing with a custom AI system that could process data from multiple sources and file types, quickly and efficiently, without limitations.



The Challenge

The client manually processed incoming data from customers and other sources, often in multiple file types that included images. Extracting data from these files was difficult and time-consuming. Simpler automation solutions were insufficient due to the presence of non-standard data, such as footnotes and exceptions.

The insurer sought a fast, efficient, and accurate data extraction and reconciliation system that would eliminate the need for manual labor.



The Solution

SLK leveraged our Quality Center of Excellence (QCoE) and an integrated AI system to provide a simple solution for data processing. We created a triage portal where the AI would input extracted data in a predefined, standardized format.

To overcome errors caused by unstructured and/or non-standard data in the documents, a human-in-the-loop (HITL) process was implemented to review and correct any data input. This resulted in highly accurate data flows to business workflows, improved governance, and significantly reduced human dependencies.



Business Impact

SLK established 4+ CoEs to cater to multiple areas of business and provided a holistic solution for data management needs of the insurer.

>95%

Accuracy achieved
in data processing

40%

New submission and endorsement
processes automated

8X

Improvement in efficiency

Write to us at hello@slkgroup.com

SLK is a global technology services provider focused on bringing AI, intelligent automation, and analytics together to create leading-edge technology solutions for our customers through a culture of partnership, led by an evolutionary mindset. For over 20 years, we've helped organizations across diverse industries - insurance providers, financial service organizations, investment management companies, and manufacturers - reimagine their business and solve their present and future needs. Being A Great Place To Work Certified, we encourage an approach of constructively challenging the status quo in all that we do to enable peak business performance for our customers and for ourselves, through disruptive technologies, applied innovation, and purposeful automation. Find out how we help leading organizations reimagine their business at <https://www.slksoftware.com/>



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