



CASE STUDY

Generali fully automates its audit process while cutting complex offer underwriting time by 50%



Organization:

Generali CEE Holding

Industry:

Financial services

Location:

Czech Republic

Generali CEE Holding embarked on a business transformation journey to significantly boost productivity and efficiency in the area of Corporate Risks underwriting

Making the leap to automated and efficient processes and workflows has delivered immediate benefits. Bizagi's system architecture enables reuse, meaning multi-language deployments become more effective with scale. Not only was underwriting offer time significantly reduced, but also helped Generali to ensure compliance. For further intelligent automation, they integrated UiPath RPA to handle Policy Cancellation in the underwriting department.

50% faster Underwriting of complex claims offers

90% cost saving Through reuse of processes






38 processes Automated in six months

5% reduction to insurance claims loss ratio







"We're using Bizagi and UiPath together, connecting human work and robots in an intelligent end-to-end process. It's a very powerful combination."

Jan Marek,
DPA Team Leader

Objectives

-  Increase process control associated with policy documents produced within the Corporate Risks department
-  Make the leap from paper-based systems to efficient workflows to reduce underwriting time
-  Automate inter-company workflows (e.g. Loss Control Engineers, Reinsurance Specialists) in a cost efficient manner
-  Enforce structured workflows for pricing, policy preparation and decision making
-  Uphold governance across risks department to ensure compliance

Achievements

-  Underwriting time spent processing the most complex offers reduced by 50%
-  Insurance claims loss ratio projected to be reduced by up to 5%
-  38 automated processes fully operational in two member companies within 6 months
-  60% cost savings compared to other systems; set to grow to 90% through reuse
-  Bizagi supports the use of UiPath RPA in Policy Cancellation process
-  Process audit fully automated enabling agility in response to changing regulation