CASE STUDY

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

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.

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

- 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