



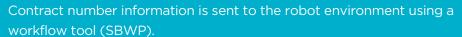
## **INITIAL SITUATION**

Company receives requests from clients for an early surrender of a life insurance policy. The process consists of a tedious search for all relevant information in a legacy environment and the preparation of the required documents. The complete process used to take approx. 20 minutes by first and second level resources together, not taking into account rework due to mistakes made



## **SOLUTION**

during the process.





Upon receiving a new task the robot first collects all relevant contract data in a legacy system (AS400), then performs a calculation of the financial implications in Excel, selects the applicable letter template to be completed, and finally forwards all prepared information to a second level agent for final check and approval to comply with the required 4-eye principle.

## **HIGHLIGHTS**

> LESS RESOURCES REQUIRED WITH LEGACY APPLICATION SKILLS



- > HIGH RELIABILITY
- > SIGNIFICANT IMPROVEMENT OF SERVICE LEVELS
- > AUTOMATED WORK CORRESPONDS TO 8 FTEs
- > 15.000 REQUESTS PER YEAR
- > HANDLING TIME 15 MIN VS 20 MIN BEFORE













ANOTHER MONDAY is leading provider of intelligent process automation solutions with many years of experience in Robotic Process Automation (RPA), Machine Learning and Mobile Integration. The brand name ANOTHER MONDAY stands for another, a better Monday where employees are relieved from monotonous manual tasks by digital solutions.

Being an absolute expert in implementing bespoke end-to-end process automation solutions **ANOTHER MONDAY** achieves higher-than-average automation and efficiency rates from 80 to 99%. By using a dedicated methodology and driven by true close partnership, **ANOTHER MONDAY** is able to

scale RPA solutions significantly. Next to automating existing workflows, ANOTHER MONDAY also creates new services and products, instantly leading to increased revenues, improved quality and higher employee and customer satisfaction. With our highly skilled inhouse R&D team we are able to offer creative and innovative solutions from analysis to full implementation. At our in-house Robotics Lab we are dealing with the future of RPA such as voice recognition, AI (artificial intelligence), integration, self-healing and learning robots. Our customers are renowned companies out of various industries such as telecommunication, insurance, banking, energy, consulting and others.