

# HCL BPO's solution helped the Client to reduce costs and improve operational efficiencies

## Case Study

### The Client

The Client is a US based commercial insurance service provider offering diversified selection of specialty insurance products.

### Business Need

The Client needed to cut on costs and improve operational efficiencies. The client also needed to manage the volume spike by reducing the cycle time.

### HCL's Solution

Policy related documents are scanned and indexed, by HCL BPO's business partner specializing in document management services, received in the form of fax/mail are passed through OCR for character correction. Any invalid information from the scanned documents are identified and corrected. This involves indexing of new policies and policy endorsements. The indexed images and documents are then coded into Policy Management Systems.

### Results

The solution provided by HCL helped in reducing the overall end-to-end cycle time of Collateral Protection details entry. It also brought about cost effective quality solutions in the form of increase in service level and productivity by reducing customer disputes and issues.