



Intelligent Underwriter

Enabling underwriters to take accurate decisions with minimal effort leveraging algorithms and AI



Introduction

Insurance clients are looking at opportunities to reduce the cost of risks while improving overall underwriting performance and backend operations. They are facing several challenges owing to limited innovation in the underwriting process, even though an underwriter's role has been continually evolving. Underwriters are over-worked as new applications pour in non-stop. As a result, underwriters often spend a significant amount of time reviewing large amounts of unstructured data that is collected from disparate sources.

The Solution

Through the Intelligent Underwriter solution, Wipro aims to create a touchless experience for underwriters. The solution focuses on three key areas of underwriting —

- **Medical data digitization and extraction:** Extracting clinical information from each medical record through pre-processing followed by a combination of OCR and NLP modules.
- **Intelligent automation and risk calculation:** A single screen UI that highlights key proposer information (behavioral and health data), the associated underwriting insights, and actions in a “click-to-action” format.
- **Smart workflow tool:** Tracks each case across the lifecycle of the underwriting process, from data extraction and medical records to policy insurance.

Wipro employs a pool of highly skilled underwriting assistants to further support and strengthen our solution.

01
Ensure quicker problem resolution with respect to policies and procedures.

02
Provide customer communication on the policy status.

03
Attend and respond to incoming telephone calls and enquiries

04
Maintain files, logs and provide technical underwriting support to team members.

Benefits

By combining our intelligent technology solutions and talent pool, we help

- 01** Enable better decision-making and risk qualification (owing to a single-screen user interface (UI), which provides a snapshot of medical records under consideration).
- 02** Stick to a modular approach towards calculating risk scores (utilizing flexible artificial intelligence (AI)/ machine learning (ML) models built in-house by Wipro's team).
- 03** Ensure increased efficiency and accuracy of automated data extraction from the output (deriving straight from medical records and other documents).
- 04** Choose integration options for multiple risk score calculation models.

Our transformation partners

We work with multiple partners who help us customize and deliver solutions for our clients. Some of them include: IBM Watson, Automation Anywhere, UiPath, IBM Datacap, Microsoft Azure, Kofax, and WorkFusion.

Wipro – A recognized leader in the industry



Everest Group Peak Matrix – ‘Leader’ in Intelligent Automation in Business Processes (IABP) 2020.



Forrester – ‘Leader’ in RPA Service Providers in Healthcare 2020.



Zinnov Zones – ‘Leader’ in Zinnov for RPA services in 2020, 2019, 2018.



IDC Marketplace – ‘Leader’ in IDC MarketScape Worldwide Artificial Intelligence Services 2019.



Wipro Limited

Doddakannelli,
Sarjapur Road,
Bangalore-560 035,
India
Tel: +91 (80) 2844 0011
Fax: +91 (80) 2844 0256
wipro.com

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services,

strong commitment to sustainability and good corporate citizenship, we have over 200,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

For more information,
please write to us at **info@wipro.com**