

# Coforge helps QBE implement Pega Robotic Process Automation

## Business Challenge

QBE Insurance is one of the world's leading international insurers and reinsurers. QBE offers commercial, personal and specialty products and risk management solutions to help people and businesses manage risks. QBE operates in 3 geographic-based operating divisions (North America, International and AUSPAC) and employs 12,000 + people.

QBE European Operations (QBE UK & Europe), like any insurance firm has various processes across departments such as claims, underwriting, credit control, re-insurance. Volume of requests to these processes are huge. Most of the processes involve repetitive steps, manual data load and shift between multiple applications. Time taken by user to perform these repeatable processes were high which increased processing time and delayed delivery.

As part of its digital transformation program, QBE needed a way to free up employees' time so they could focus on delivering greater value for customers—reducing manual tasks, benefitting the insurer, and boosting customer satisfaction in the process.

## Solution

Coforge assisted QBE European Operations (QBE UK & Europe) by automating 40+ processes across claims, credit control, underwriting and re-insurance departments using Pega Robotics in a phased manner.

These processes include reading and extracting data from documents/emails, opening, and filing emails, and performing calculations in various applications. Applications include claims management system, policy centre, payment systems, document management system and interact with windows, web-based applications.

RPA bots are scheduled and on completion, pass status of execution of each record to a human through email & reports, so employees are put to work where it matters most – for example, resolving an exception from report. Using Pega Robotics, claims handlers were able to free up hundreds of hours per week, while bots across both teams automate, speed up processes, and ensure the right information is delivered to the right people. Not only are they saving insurers time, but customers too.

## Our Engagement with QBE

### Increased Ownership

- RDA to RPA Migration Assessment
- CoforgeRPA Assessment Framework
- Assessment of 70+ RDAs
- RDA to RPA Migration POC
- Claims & Credit Control- 2 RDAs
- RPA Best Practices
- Setup Processes & procedures for Pega RPA

### Enhanced technical capability

- Pega RPA- CyberArk integration
- Centralized password management
- Claims, Underwriting, Credit Control 9 RPAs
- 47 VDIs (Windows, Registration operators)
- BAU Support
- Pega Robot Administration

2020

### The start of our Journey...

- Pega RDA
- Claims- 12 Processes

2021

2022

2023 & Beyond

### Enhanced technical capability

- Pega RPA Application setup
- Pega RPA infrastructure setup using tools delivered by Pega & Pega Robotics only.
- RDA to RPA and IE to Chrome/Edge browser migration
  - Claims, Underwriting, Credit Control 25 processes
  - Integration with Pega Case Management
- Upgrade Pega Robot Studio/Runtime, Pega Platform, Robot Manager, Synchronization / Package / Status Server
- BAU Support



## Results

Coforge has delivered Pega RDA & RPA services in partnership with QBE EO from 2020 onwards to improve customer service and free up employees to work on more strategic tasks across the business.

**Market proven attended and unattended automation solution has benefited on enhancing customer servicing capability of QBE with robots able to run 12 hours a day 5 days per week, monitored and managed through Pega Robot Manager.**

Coforge has exceeded industry standards for RPA by following RPA best practice's and by implementing the latest features such as, Robot Auto-Balancing CyberArk Integration and enabling parallel processing for quicker resolution. RPA integration with Pega Case – for example, one of the automations is run using various parameters counting to **45+ RPA automations processing around 15,000 transactions per week.**

## Problems addressed by Coforge

- Growth and speed of delivery of RDAs
- Enhanced technical capability with move to RPA (RPA Assessment & Implementation)
- Introducing improved Credential Management (CyberArk)
- In addition to projects, Coforge provides BAU support (incidents, CRs) as well as perform Robot Manager Administrator role.

## ROI

- 40+ RDA & RPA bots (Total 150+) implemented across the business, which automate tens of thousands of transactions every week.
- 50,000 working hours per year freed across departments.

---

### About Coforge

Coforge is a global digital services and solutions provider, that enables its clients to transform at the intersect of domain expertise and emerging technologies to achieve real-world business impact. A focus on very select industries, a detailed understanding of the underlying processes of those industries and partnerships with leading platforms provides us a distinct perspective. Coforge leads with its product engineering approach and leverages Cloud, Data, Integration and Automation technologies to transform client businesses into intelligent, high growth enterprises. Coforge's proprietary platforms power critical business processes across its core verticals. The firm has a presence in 21 countries with 25 delivery centers across nine countries.

Learn more: [www.coforge.com/industries](http://www.coforge.com/industries)

For more information, contact [insurance@coforge.com](mailto:insurance@coforge.com)