Modernized claims management, reviews, and renewals with automated workflows.

workMETHODS Process Platform (WPP) Delivered a 27% Faster Claims Cycle for a Major Insurer

workMETHODS
FASTER, BETTER, SMARTER BUSINESS PERFORMANCE

A major insurer moved away from email-driven claims handling and adopted **WPP's fully automated workflows**. With clearly defined rules and validations, smart routing, and real-time dashboard-based insights, the insurer achieved a 27% faster claims cycle, automated renewals, and a noticeable drop in customer complaints.

Solution: workMETHODS Process Platform (WPP)

Industry & Scope: Insurance - Enterprise operations across claims and policy services

Environment: Microsoft 365 – SharePoint, Power Automate, Power BI

Use Case: Claims automation, renewals, compliance workflows

Success Metrics

- **27%** faster claims cycle through rule-based automation
- **Lower customer complaints** due to improved turnaround consistency
- **100%** audit-ready traceability across all actions and approvals
- No dependency on email for routing, reminders, or renewals

CHALLENGES

Manual email processes and fragmented records significantly slowed the insurer's handling of insurance claims and renewals. Managers lacked visibility into workloads and compliance, making internal audits slow and risky.

SOLUTIONS

WPP replaced scattered email workflows with structured, rule-based automation. Claims were routed automatically, validations ensured accuracy, and renewals followed consistent criteria. Managers gained clear dashboard visibility, while audit-ready logs recorded every action from start to finish.

Claims Workflow Automation

Status Insights & Reporting

Renewals & Compliance Logging

BENEFITS

1. **Faster claims resolution**
   WPP automated routing, assignments, and follow-ups, cutting claims cycle time significantly.
2. **Stronger compliance**
   Every action leaves an audit trail, making regulatory reviews and internal audits much easier.
3. **Improved customer satisfaction**
   Faster responses and clearer status updates led to a noticeable drop in customer complaints.
4. **Automated renewals**
   Policy renewals run on clear criteria instead of fragmented email reminders or manual checks.