Insurance operations optimization

Unified worklist, interwoven dashboards, and seamless cross-system work using Pega Process Fabric

Enterprises have digitalized their operations by building and onboarding hundreds of platforms and applications to manage their work. However, the surging number of these applications and platforms creates independent systems working in silos, often leading to missed opportunities and inefficiencies. This is particularly evident in the insurance sector.

For example, customer journeys in insurance cut across multiple applications throughout the lifecycle, requiring proper orchestration. Without this, employee productivity suffers, resulting in data duplication, data silos, and employee context switching. Specialists and managers find prioritizing tasks challenging and lack visibility into services across different applications, which hinders effective and timely processing. This disjointed approach not only hampers operational efficiency but also generates a sluggish and inconsistent customer experience.

Quantitative impacts can be significant: studies show that poor application integration can lead to a 20-30% increase in processing. Additionally, the lack of proper orchestration can reduce employee productivity by up to 25%, with data silos contributing to a 40% decrease in data accuracy and reliability.

Therefore, there is a natural need to orchestrate different applications. This treatment allows for seamless communication among various applications and provides a holistic view of every point of action for the customer. For insurance, this means streamlined processes, faster resolution, and a more cohesive customer journey. Enterprises must build a robust, flexible, center-out business architecture that facilitates orchestration and visibility across independent business applications, driving customer experience and improving employee productivity.

129 independent business applications
running in the average large enterprises.
Up by 68% in 4 years

Source: 2019 Business @ Work Report, Okta

$140 billion cost of disconnection/year.
From time, effort duplication, and missed
opportunities in USA and UK.

2017, The High Cost of Disconnected Data,
Vanson Bourne Research Firm

Solution capabilities

Virtusa extends the Pega Process Fabric Hub solution to provide the ability to integrate several distributed
business applications user worklists into a single centralized unified task view.

This unified worklist reduces swivel chairing and improves user productivity and experience. Some of the key
features are:

- **Case prioritization -** Prioritizes cases for
disjointed applications via one unified portal
based on the application weightage.
- **Single app login -** Seamlessly handles cases
from different applications in a single application;
no separate logins are required for different
applications for the same user.
- **Get next work –** This feature prioritizes tasks
based on skills and urgency. Agents can view and
work on their work queues while automatically
launching the next best work item.
- **Retrieve cases to worklist -** Automatically
assigns retrieved work queue cases to the user's
worklist in the Process Fabric hub. Get the next
work case moved to the user's worklist.

- **View relevant case data -** Worklists and work
queues display varied task attributes from both
applications.
- **Search cases -** Allows global searching of cases
and tasks within specified date ranges for open/
completed tasks.
- **Inline view of cases -** Inline view enables users
to open work items in the same window instead
of opening it as a new tab, leveraging Pega Web
Mash Up.
- **Auto sync of the operator data –** Automatically
updates changes in the individual application
operator data to the process fabric applications,
such as skills set, work queue data, etc.

Process fabric
hub landscape
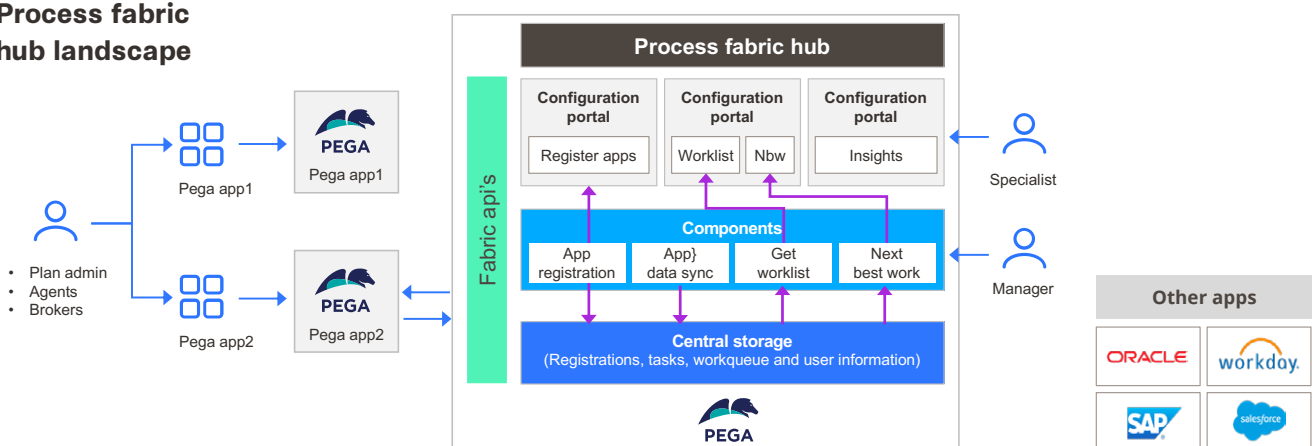
Solution benefits

- Improves service visibility and speeds up response and handling times with a single, prioritized list of all operational tasks based on skill and urgency.
- Reduced operational delays with seamless access to work across operations applications with a single app login.
- Avoid case duplications by auto-assigning cases from the work queue.
- Case search for open and closed assignments across connected applications that help speed up time-critical tasks.
- Enabler for process modernization and transformation by reducing swivel chair.
- Easy accessibility to work on the cases with an inline view.

Why Virtusa?

- Strong and enduring partnership with Pega for over **21 years with 50+** modernization programs.
- Innovation culture with improved operational performance, adopting the right solution, and integrating emerging technologies.
- Number one modernization/transformation partner to Pegasystems with the deepest experience with advanced tooling.
- Awarded **Modernization Partner of the Year** from Pegasystems for 2022.
- One of only three authorized Modernization specialists with the most seasoned and experienced upgrade/ modernization partner in the Pega ecosystem.
- Evident customer engagement transformation, with an average CSAT of 4.7/5.0, Virtusa ensures optimal delivery and value to its customers.

Success stories

Virtusa helps with a pilot version for a large insurance company by extending the Pega process fabric solution to provide a unified interwoven worklist for different applications across service and billing. It allows the users to view the list of cases they can work on and for workload management and prioritization.

Virtusa helped a large Australian Bank weave together the disjoined applications across BFS, acting as a single pane of glass for CXO teams to access work spread across multiple applications using Pega Process Fabric.

virtusa
Engineering First

To learn more, contact us today at:
marketing@virtusa.com