



Use Case

## **Improve & Automate the Underwriting Processes with More Actionable Data with a2ia TextReader**

## Overview

The use of data has universally changed how organizations are making decisions. Because of this, the collection of information remains a high priority and critical component to organizations' livelihoods. Within the insurance space, the complexity of the traditional, non-digital workflows often stalls the ability to gather data and make sense of it quickly. To advance these workflows, carriers are investing in the transformation of their legacy systems and applications for claims processing, policy review and invoice processing.

This shift to digital has been a longtime focus, with providers flooded with different technologies that promise to expedite the access to, and transcription of, this critical information. Not only does this leave carriers looking for a better solution to access the true intelligence found within their documents so that they can improve their overall services, but they must balance this with budgets and expectations.

The quicker the data can be found  
and a decision rendered,  
the faster the case can be closed

## Challenge

Regardless of their market segment, Property and Casualty, Health, and Life Insurers are continuously striving to improve data mining, analysis and to speed the underwriting process.

Although considered to be one of the more time-consuming and oftentimes manual processes within the insurance market, underwriting is critical to the day-to-day business. The process typically involves collecting necessary information and finding key words and phrases from within the hundreds, or thousands, of customer documents. While portions of this process can be automated, much of it is still manual and involves reading documents pertinent to the case at hand. Complex documents can cause delay, as can handwritten data, in addition to the mere volume of documents required for review.

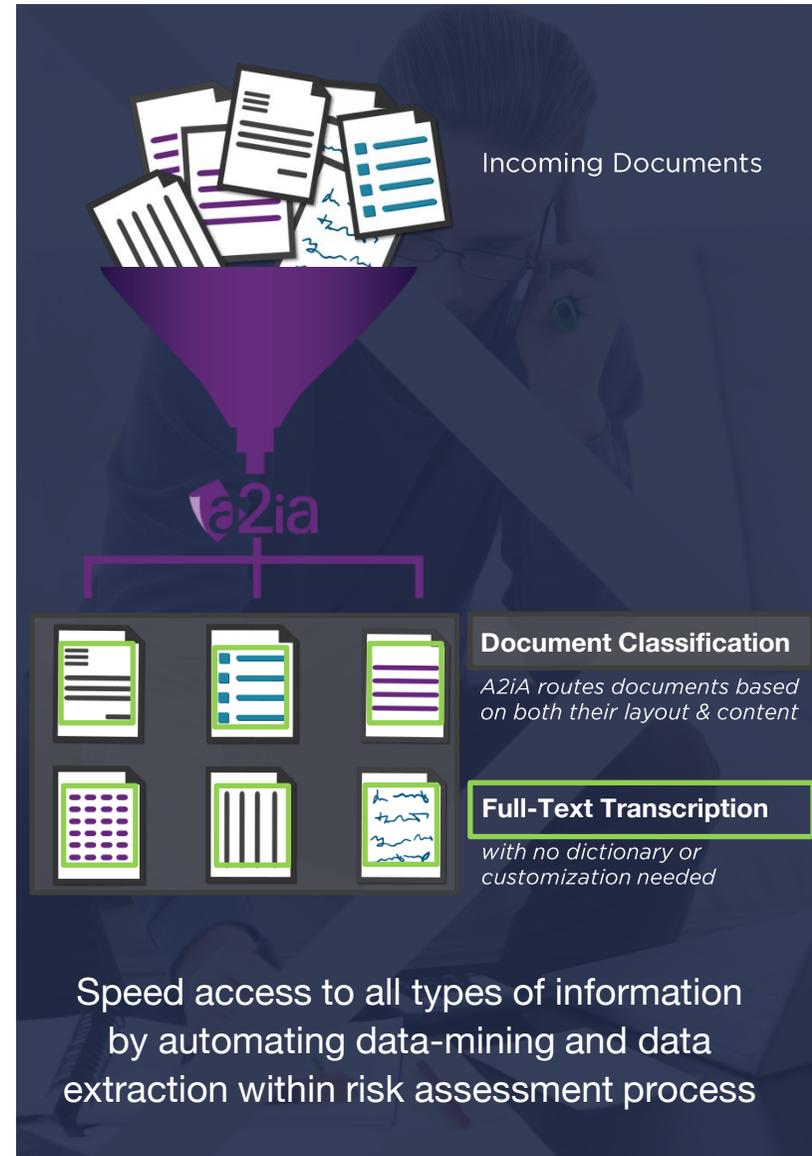
Despite this labor intensive task, insurance organizations must consider their processes with their response times – the quicker the data can be found and a decision rendered, the faster the case can be closed.

## Solution

The transformation from traditional paper-intensive workflows into a digital environment can be a difficult, but necessary change to access more intelligence from the documents, quicker and more accurately. Finding the right software to achieve this needs to be flexible and expansive in its ability to handle multiple document-types, since the document-sets can vary based on each case and can include structured forms and applications, handwritten testimonials, claims, financial records, and policies, to name a few. And while the document layouts can vary, so can the type of data found within them – everything from machine printed information to cursive handwriting, depending on the case.

Insurers know the key to expediting the underwriting process is to eliminate as many manual tasks as possible but to ensure that data integrity and accuracy is maintained -- oftentimes complex due to the document- and data-type disparities.

Because of this, traditional data recognition engines oftentimes will not satisfy this complex task. Instead, intelligent recognition capabilities, such as those developed by A2iA, can assist insurers in speeding their access to all types of data from virtually any type of document – even cursive handwriting found within a handwritten letter. Quicker and more accurate access to this information can speed the underwriting risk analysis and improve the overall customer experience.



Utilizing *a2ia TextReader*<sup>™</sup>, A2iA's full text recognition engine, underwriters can speed their access to all types of information by automating data-mining and data extraction within the risk assessment process. Powered by a new and unique RNN-based technology that can be used for printed and cursive full text recognition, all types of documents can be transformed into searchable and electronic formats – without the use of a dictionary or customization. Then, the transcribed data can be applied to a third-party classification and/or information extraction solution that may already be utilized in-house for further post-processing requirements

Underwriters gain complete processing control over document recognition settings and results, and can even process a mix of printed and cursive handwriting using the same engine, with just one-call. This automated transcription process allows insurers to access more data, extract more actionable intelligence with high accuracy results, and to produce profitable returns from an expedited underwriting risk analysis.

## About *a2ia TextReader*

*a2ia TextReader* boasts a new approach to full-text transcription. Its unique RNN-based technology developed by A2iA's in-house R&D Team is the first full text recognition toolkit for printed and cursive data-types. Without the use of a dictionary, users gain complete processing control over the document recognition settings and results and can perform OCR, ICR and IWR with the same engine. The engine returns a literal transcription, or full text extraction, that can interface with third-party classification and/or information extraction solutions. Simple to integrate and with no customization required, *a2ia TextReader* delivers access to data found in claims, structured forms, handwritten notes, applications and other types of supporting documents required for the underwriting process.