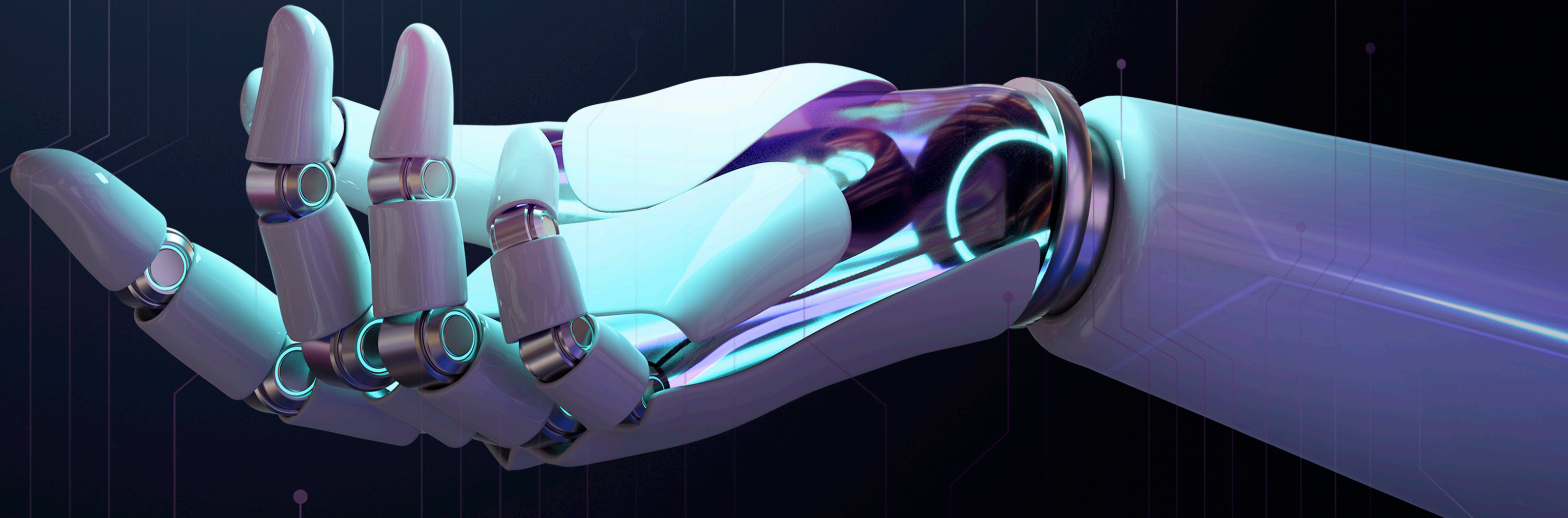




Automation of processes for Río Uruguay Seguros

BOMBIERI and **Río Uruguay Seguros** worked together to find a technological solution to automate manual and repetitive processes. Through the implementation of RPA (Robotic Process Automation) improvements and exceptional responses were achieved.



BOMBIERI and **Río Uruguay Seguros**, companies from the city of Concepción del Uruguay, have a relationship of many years of collaboration in technological matters. Projects of various kinds between both firms were carried out with exceptional results.

At that time, the claims area of the insurance company had a clearly defined process difficulty. **Repetition of tasks and manual loading of information in different systems.**

These years of joint work allowed us to advance in this auspicious implementation of technology that began in March 2021.

Faced with this scenario, the **BOMBIERI** team of professionals attended to the client's needs and considered the implementation of **RPA** as the best resolution option.

Challenge

A task with a lot of information from various sources led to a complex task of standardization. Therefore, the importance of understanding the administrative circuit and the interaction of the data sources with the various interfaces was fundamental.

Solution

Robots that work at a high speed of execution, in a precise, effective and efficient way, are in charge of searching for exact data. In this way avoiding cargo forgetfulness, entering incorrect information and with availability 24/7 during the 365 days of the year.

✓ **High execution speed.**
Task that previously required a morning, now it is done automatically in less than 15 minutes.

✓ **Effective and efficient work**
the implementation of the virtual workforce in this process generated a saving of 2,100 hours per year, which implies, on average, saving the time of one and a half people.

✓ **Very low rate of errors and failures.**

✓ **Availability 24 hours a day, 365 days a year.**

✓ **Reduction of claim management time.**

Emphasizing the precise and constant communication with the client to obtain a first-line solution, the work team of the technology firm was made up of two developers and a collaborator assigned to project management.

“BOMBIERI had the ability to understand the problem we had in managing a claim and provide an appropriate technological solution.

We have the predisposition of the analysts and technological knowledge of the proposed tool.

Undoubtedly, it was an agile and didactic work, thus achieving the desired product.”



Lic. Verónica Euler.

Claims Digital Assistant, Río Uruguay Seguros

