



EXL SMART AUDIT

AI DRIVEN AUDITS FOR IMPROVED CUSTOMER & BUSINESS OUTCOMES



With heightened regulatory and legislative requirements, Smart Audit powered by EXL’s proprietary AI based digital intelligence, benefits the insurance industry across geographies by making processes robust and compliant. The solution can significantly uplift coverage and improve compliance as well as generate insights for process improvement

Automate Audits using AI:

Focused around business outcomes and customer experience, the EXL Smart Audit solution enables agile decision-making through relevant customer data points and actionable insights. It is predictive in nature, and robust enough to highlight pertinent gaps within the process.

The solution offers end-to-end value chain assurance and enhanced visibility. EXL Smart Audit combines:

- Data
- Analytics
- AI/ML
- Technology
- Process expertise

Outcomes of EXL Smart Audit

The solution benefits the insurance industry across geographies by making their processes robust and compliant – targeting higher risk interactions and identifying possible leakage through analytics.

Current architecture ensures comprehensiveness of solution, minimizing cost to build, maintain and improve, and ensures leveraging the right solution for various inputs to arrive at the desired outcome of QA intent

Results

REPEATABLE

50-60%

Of the solution, across other clients in same geography

INCREASED

70-80%

Coverage of audits across processes

LEAKAGE

30-40%

Reduction in financial leakage

PENALTIES

3-5%

Reduction in penalties

Solution Modules

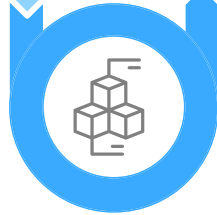
Data Aggregation

Aggregates various sources of data & info required to perform the audit



Data Extraction

Content and Intent extraction from various structured, semi-structured and unstructured documents such as emails, documents, agent notes etc. and feeding them for model processing



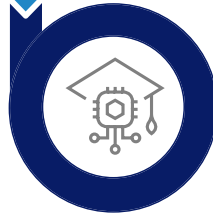
Q&A Model & Decision Layer

Uses auditor help to identify key words or phrases, on the notes or the emails, to answer associated questions in audit forms



Digital Quality Assurance Solution

Document each step of the manual audit process and aggregate model output and info in each step to generate an audit outcome



Product benefits include

- Improves regulatory compliance
- Proactive insight generation and predictive analysis
- End-to-end value chain assurance with enhanced visibility
- Helps cater most of customer outcomes

Key features include

- Speech & Text analytics
- Sentiment Analytics
- Predictive analytics
- Comprehensive Dashboard
- Repeatable solution

About EXL

When companies need to reshape their business models and redefine their market, they turn to us. We help clients using digital intelligence: the combination of data and domain knowledge needed to create context. Digital Intelligence is why companies in the world's most complex industries, from insurance to healthcare to transportation, bring us their toughest challenges, their seemingly impossible goals.

Headquartered in New York, New York, EXL has more than 32,600 professionals in locations throughout the United States, Europe, Asia (primarily India and Philippines), South America, Australia and South Africa.

For more details, contact our digital experts at lookdeeper@exlservice.com.