

CASE STUDY

Bordereau processing: Automating bordereau reconciliations and approvals



BACKGROUND

- Both claims and premium bordereau processing captured and processed within Excel
- The state of the bordereau lines could only be inferred by their current spreadsheet
- Manually intensive process to reconcile to various reference sources and investigate
- Error prone due to manual movement of that through cut and paste processes
- Key person dependencies and no ability to spread out work to cope with peaks
- Incomplete audit trail with decisions and sign-offs held in e-mails

THE CHALLENGE

- Business growth making the existing manual process un-viable in current state
- Forecast business growth exacerbating the problem risking new business caps
- Time delay in reconciling and resolving issues triggering account substantiation issues
- No KPI or state tracking to pick up long running lines or lines on hold excessively
- No ability to automatically filter out known and expected false positives

THE APPROACH

- NextWave proposed and built a combined Appian and Alteryx solution where Alteryx was used to perform the reconciliations and Appian used to track the overall process and manage the reconciliation breaks to resolution.
- One of our Alteryx Designer Certified consultants spent 2 weeks with the existing team to document their reconciliation, including all of the expected false-positives, to design and build the automated reconciliation process.
- In parallel an Appian workflow was built to manage the receipt and reconciliation of the Bordereau's and receive back either an approved state or the detail on the break to investigate
- The process was run in parallel to the existing production process to evidence the integrity for go-live

THE OUTCOME

- Three day execution time of reconciliation reduced to 60 seconds
- Overall time saving of 9 person days effort a month attributed to the automation
- Ability to iterate and re-run the reconciliation multiple times each month, improving the overall customer experience and control environment
- Ability of the execution team to focus on root-cause problem solving rather than generating the reconciliation