

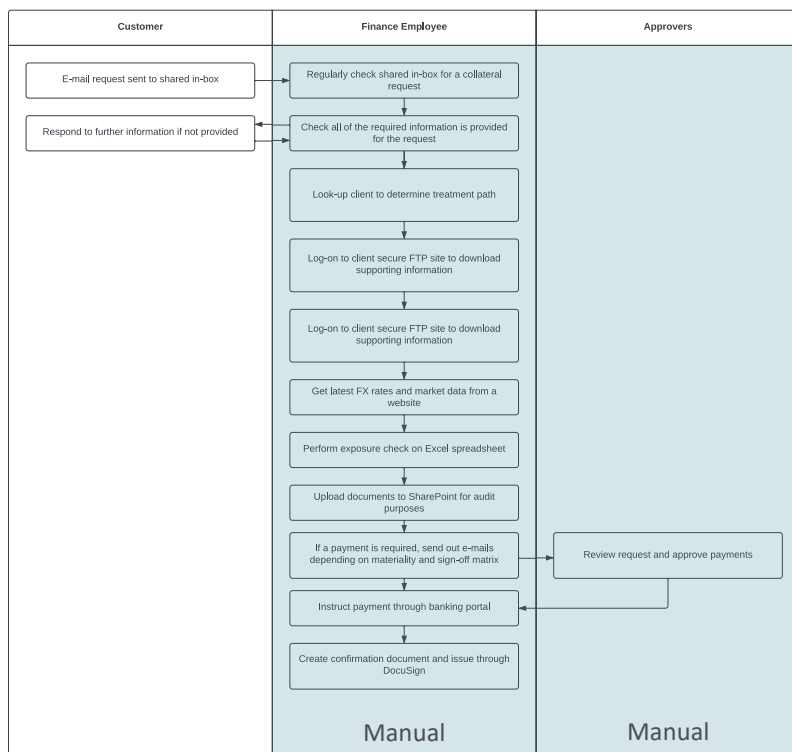
Before and after automating a heavily manual process using Appian

NextWave were asked by the Finance department of a major insurer to demonstrate how a predominately manual process could be automated leveraging the power of Appian.

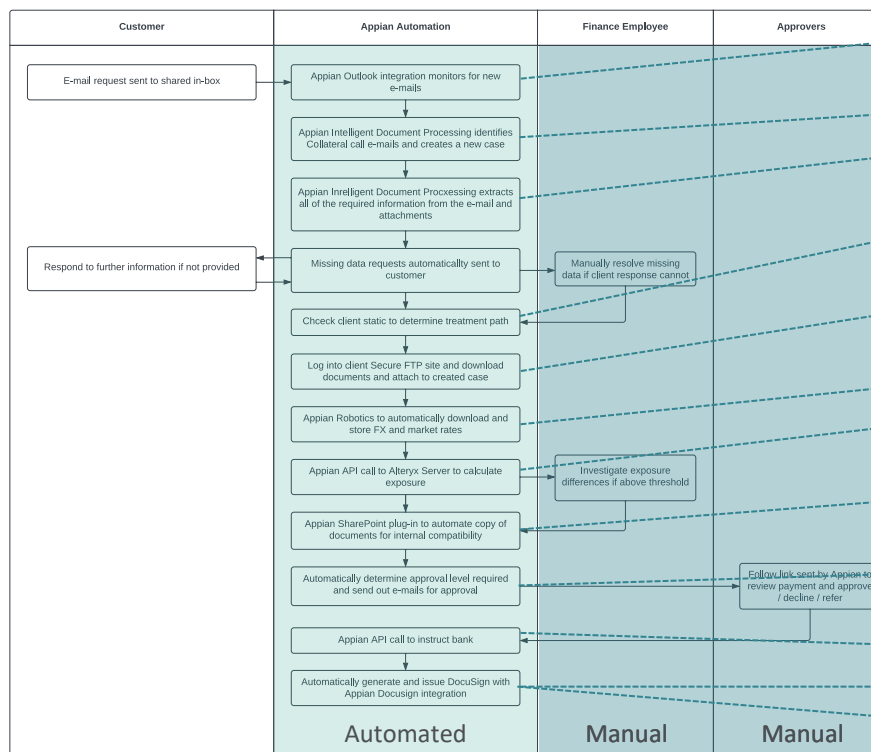
NextWave proceeded to demonstrate the art of the possible by re-imagining the existing manual process into a highly automated process.

A target process was defined where people interaction is only required for exceptions and approvals and implemented by the NextWave team in a space of 8 weeks to prove the outcomes.

Before



After



Automations Utilised

- **E-mail monitoring** of the e-mail box for new requests / responses to queries
- **Intelligent Document Processing** to categorise e-mails
- **Intelligent Document Processing** to extract information from e-mail body and attachments
- **Database** golden source look up of customer to determine processing path
- **Secure FTP** to download and attach to case for related documents from clients portal
- **Robotics** to download FX and market data
- **API call** to calculation engine for detailed exposure calculation
- **SharePoint Connector** to store documents and attachments in internal systems
- **Database** lookup approval requests generated based on materiality of payment
- **API call** to post transfers to the payment gateway
- **E-mail** automatically sending for approvals
- **DocuSign** document automatically generated and sent top recipient