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Cognitive Claims Automation



Cognitive Claims Automation leverages Wipro's cognitive platform and Pega to improve customer experience, reduce leakage and improve settlement time for claims. The solution requires minimal manual intervention and

leverages state-of-the-art Pega process-orchestration and our industry-leading solutions on AI, analytics, IoT and Blockchain to provide significant savings in cost and time, as well as improved customer experience.

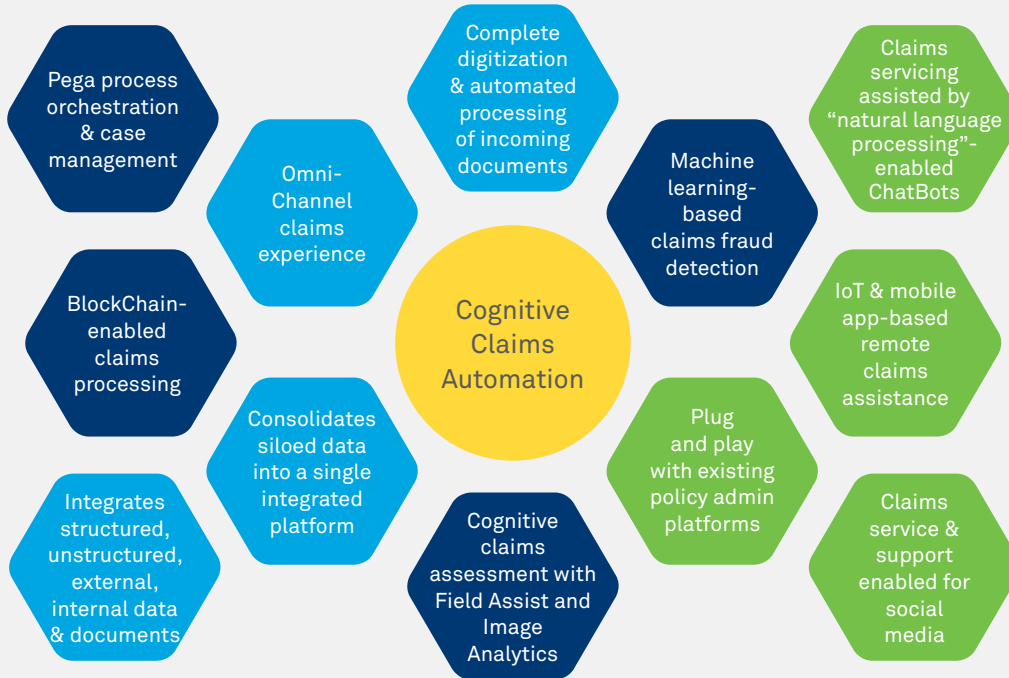
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Intelligent and integrated digital claims automation solution

Key benefits

- Enhanced customer experience
- Improved operational efficiency and reduce costs
- Reduction in claims processing time by 12% through automation, self-adjudication, trail assessment, ChatBots, Image Analytics and DocAnalytics
- Improved customer loyalty and emotional journey

Manage end-to-end claims process with minimal manual intervention



Solution overview

Key features

The CCA will transform claims for organization around the following five pillars

Enhanced Customer Experience			Reduced Claims Leakage	
Digital touch point enablement	Anytime anywhere claims servicing	Remote claim assistance and assessment	Machine learning-based fraud detection	Claims operational transformation
Drive customer experience through superior technology-led omni-Channel experience	Claims servicing with "Natural Language Processing"-enabled Virtual ChatBots	Mobile app-based field assist and advanced image analytics solution	Fraud detection to identify and alert on potentially fraudulent claims	Transforming the core operational processes using Pega workflow BlockChain, IoT, robotics and cognition-driven approach
Operational cost reduction				

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Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them

successful. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, we have a dedicated workforce of over 170,000, serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.