

ImageFast Case Study

Lockton International



Imagefast helps Lockton International Implement Robotic Process Automation and deploy intelligent automation solutions delivering cost savings and process improvements for their high-volume claim handling and sanctions screening processes in the UK.

Why Imagefast?

Having completed an internal feasibility study and review of potential use cases for RPA, Lockton UK Operations team concluded that the business could deliver process improvements and operational efficiencies as well as cost savings with the implementation of a solution for intelligent automation.

Having reviewed a number of RPA applications and solution providers it was their London Market experience which helped Lockton select Imagefast to implement Kofax RPA as a platform for delivering intelligent automation solutions. The Claims and Financial Crime teams were the first to benefit from the new automation platform.

CLASS Claims Automation

The Problem

Lockton International process around 20,000 messages per year from the London Market claims application "CLASS" for underwriter responses and messages associated to claims via the bureau. Lockton have a team of remote workers that manually interact with three separate line-of-business applications to monitor claims, create tasks, assign claims handlers and manage the end-to-end process. The manual process is costly and inefficient and liable to human error due to its repetitive nature.

The Solution

Imagefast implemented an intelligent automation solution to monitor the CLASS application and automatically create and assign tasks to claims handlers internally. The implemented automation solution can handle more requests per day than the human team with live exception reporting baked in.

The implemented solution has released the remote workers from the repetitive CLASS monitoring task and increased capacity in the team for them to deliver value-added work for their clients.



INDUSTRY

Insurance Brokerage
Risk Management

IMAGEFAST SOLUTION

Implementation of Robotic Process Automation to streamline claim handling and sanctions screening processes delivering operational cost savings and process improvements.

HIGHLIGHTS

- Removed significant administrative overhead to create capacity within Claims to focus on client service
- Pre-bind RPA process automated sanctions searches in the Professions regional offices creating capacity to focus on client service

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Sanctions Screening Automation

The Problem

The Lockton Financial Crime team are accountable for all sanctions screening processes and review sanctions alerts as part of the new business process. To conform to compliance regulations, all prospective clients' applications must be sanctions screened using LexisNexis, an external, web-based legal research and risk management service, before the cover is organised with Carriers.

Approximately 18,000 sanctions screening checks are completed each year. The manual process requires a large amount of human interaction by the regional offices business teams which are both time consuming and potentially open to error exposing risk to the business.

The Solution

Imagefast designed and implemented an intelligent automation solution to monitor business applications and automatically run sanctions screening checks in LexisNexis. The implemented solution reduces the risk of errors and omissions from missed checks, improves compliance and streamlines the processes.

The automated solution removed the requirement for regional business teams to perform the sanctions checks, therefore, freeing capacity to focus on revenue-generating activities. Exceptions to sanctions screening checks are automatically escalated to the Financial Crime team for approval to proceed within 24 hours. Furthermore, the implemented solution is scalable to manage bulk sanctions screening checks based on an Excel spreadsheet creating opportunity to extend automated sanctions screening beyond the UK and Ireland.

About Lockton

"What makes Lockton stand apart is also what makes us better: independence. Lockton's private ownership empowers its 7,500 Associates doing business in over 125 countries to focus solely on clients' risk and insurance needs. With expertise that reaches around the globe, Lockton delivers the deep understanding needed to accomplish remarkable results.

For 11 consecutive years, Business Insurance magazine has recognized Lockton as a "Best Place to Work in Insurance." In 2019, Lockton was named a top 50 company to work for in London by Best Companies."



TECHNOLOGIES

- Kofax RPA

INTEGRATIONS

- CLASS
- Claims Workflow
- LexisNexis

"ImageFast's London Market insurance knowledge and collaborative approach ensured the smooth integration of legacy bureau technology into the Lockton business and claims workflow creating additional capacity to focus on the most important thing, the client."

James Benn – Lockton International