ZAINTECH

INNOVATING INSURANCE: HOW AUTOMATION EMERGED AS A GAMECHANGER

AUTOMATION

A leading third-party administrator (TPA) for health insurance in the Middle East, operating in a region where health insurance is mandatory and provided by employers.

This TPA manages a significant volume of health insurance claims and administrative processes for numerous international corporations, insurance companies, and institutions, ensuring efficient healthcare access for a diverse and growing population.

THE **CHALLENGE**

The client faced significant operational obstacles, including long turn-around times for processing claims, high rates of human error, and elevated administrative costs. This required a robust solution to scale their operations efficiently, manage increasing workloads, and enhance accuracy without additional resources or expanded workspace. The goal was to streamline processes and improve overall service delivery.

ZAINTECH SOLUTION: **AUTOMATION**

ZainTECH implemented an integrated automation solution featuring Optical Character Recognition (OCR) and Microsoft Power Automate. This combined AI and ML technologies to enhance workflow efficiency, reduce errors, and optimize resource utilization.

The solution resulted in:

- Automating claims registration and data capture.
- Reducing manual intervention in claims processing.
- Utilizing AI for enhanced accuracy and speed.

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BUSINESS **IMPACT**

Implementing Automation Solutions led to the following:

1

ENHANCED PRODUCTIVITY

Achieved a 75% improvement in operational efficiency through streamlined processes.

2

EFFICIENT CLAIM MANAGEMENT

Successfully indexed over 100,000 claims, ensuring effective volume handling.

3

AUTOMATED EXCEPTION HANDLING

Reached 95% automatic handling, significantly reducing manual intervention.

4

MINIMIZED ERRORS

Achieved a rejection rate of less than 5%, ensuring accuracy and reducing errors.

5

ACCELERATED PROCESSING

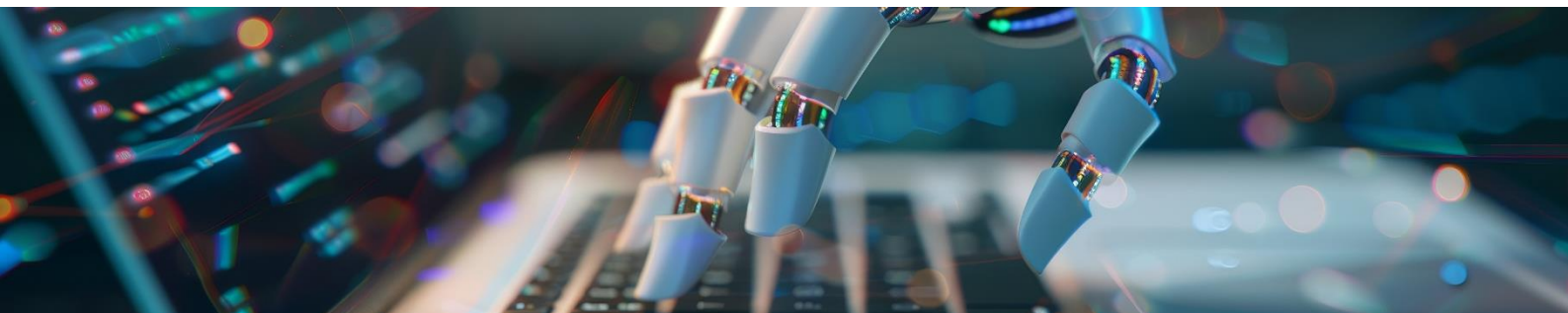Reduced claims registration time by 50-60%, leading to faster processing.

6

COST SAVINGS

Realized $225,000 in annual savings through increased automation efficiencies.

WHY **ZAINTECH**

ZainTECH brings regional expertise, tailored automation solutions, robust AI and machine learning use, and a proven track record in enhancing operational efficiency. Our comprehensive, integrated approach minimizes errors and costs, demonstrating our unique ability to effectively transform complex health insurance processes.

ABOUT **ZAINTECH**

ZainTECH is a regional integrated digital solutions provider, unifying Zain Group's ICT assets to offer a unique value proposition of comprehensive digital solutions and services under one roof. The company drives the digital transformation of customers in the MENA region by providing a center of excellence and managed solutions across cloud, cybersecurity, big data, drones and robotics and digital solutions.

ZainTECH operates in Kuwait, Saudi Arabia, Bahrain, Jordan, Iraq, Sudan, South Sudan, and the United Arab Emirates, as well as in other key markets in the Middle East.

Discover how ZainTECH Digital Services can **help your organization achieve greater operational resilience and improved business outcomes.**

CONTACT US

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