

# Streamlining Loss Service Unit with a Robust Finance Interface Process

For one of the world's largest publicly traded property and casualty insurance company, with operation in more than 50 countries.

**70%**

Reduction in  
archiving costs

**\$30K**

Savings on  
hardware,  
archiving, and  
paper costs

**2970+**

Man-hours  
saved per year



## Challenges

The client faced the following challenges:

- Huge paper cost and archiving cost in maintaining the Loss Service Unit invoices and payment history
- Long time consumption in handling Loss Service Unit paper invoices, leading to increase in the lead time of the process

## Infosys BPM helped the client to:

- Eliminate 100% of the paper and archiving cost of the soft copy invoices
- Reduce manual effort for printing and invoice folder maintenance, and increase the process efficiency
- Involve the workforce in additional processes, with no additional impact on the headcount and other costs involved
- In house ownership of data maintenance



## Solution

Infosys BPM took the following process transformation and governance approach:

- Replaced manual archiving of Loss Service Unit invoices (both the hard copies and print out of soft copies)
- Standardized the Loss Service Unit process for archiving of soft copy invoices as well as the scanned images
- Streamlined the process for retrieval of archived documents for any audits or future reference
- Promoted soft copy invoices across the client organization