

Intelligent Process Automation (IPA)



Overview

The importance of automating tedious manual tasks to improve the efficiency and enhance the productivity of the workforce cannot be overstated. Especially in the BFSI industry where each and every process needs thorough scrutiny, it is a no-brainer to adopt IPA for both, basic and advanced level tasks that involve screenings and assisted decision-making.



The Need for IPA in the BFSI Industry

- Time-consuming processes of reading templates and formats.
- Delays due to manual data entry.
- Many resources are dedicated for maker and checker roles.
- Tedious Document Management (mix of hard copies and digital documents).
- Limited scope of automation due to restricted capabilities of Optical Character Recognition (OCR).

IPA Use Cases for BFSI Industry



Loan Processing

- Loan applications



On Boarding

- Handwritten application forms
- PAN card



Invoice Processing

- Scanned images
- PDFs (readable/non-readable invoices)



KYC

- Scanned copies of Aadhaar/ PAN/Passport



Travel Document Processing

- Hotel invoices, tickets
- Lunch bills



Insurance Claim Processing

- Application forms (handwritten/scanned)
- Hospital bills



Bank Account Opening

- Application forms
- ID proofs
- Salary slips



NuSummit IPA Offerings



AI-Based
Document
Enhancement

AI-Based
Signature
Matching



AI-Based Facial
Recognition,
Anti Spoofing,
Mapping

Aadhaar
Masking



Success Stories

Building an Automation Solution for Claims Processing for India's Leading Insurance Company



Business Need

Our client, India's leading Insurance provider, wanted to provide a futuristic customer experience to their customer base. The key objectives that the client had were:

- To use automation as an enabler to drive transformation in its claims process.
- To create a solution that could process post-office hours claims requests with quick turnaround.
- Reduce the delay in customer service and improve TAT in claims processing.
- Reduce turnaround time for reconciliation processes.
- Reduce operational costs.
- Make processes independent of human interventions.
- Straight through processing for handling high volume transactions.
- Adherence to regulatory compliance.



NuSummit Solution

- Highly scalable and capable of delivering outcomes with near-perfect accuracy.
- Cognitive bot powered by advanced OCR and ML capabilities for simplifying docket and scan management for a wide range of policy documents.
- Single source of truth for all claims related data.
- Exceptional fidelity that enhanced the customer experience and customer insights through intelligent reporting.
- Data-driven disbursements to enhance the consistency of adjusters and examiners.
- Ability to quickly address large volume of claims while standardizing the quality of service.



Benefits Delivered

- Significant increase in client satisfaction.
- Adherence to TAT benchmarks.
- Resource cost reduction with employee empowerment.
- 25 key processes automated in phase 1 across new business, policy servicing, underwriting, group operations and claims department.
- Significant reduction in errors.



Story 2

Enhanced Customer Satisfaction with IPA



Business Need

Our customer was facing several complaints as the response time to customer requests was invariably large despite the high resource utilization rate. It was imperative for the customer to find a solution to increase the productivity by automating repetitive tasks.



NuSummit Solution

NuSummit partnered with Automation Anywhere to provide a comprehensive IPA solution suite to streamline the CRM processes of Contract Management, Case Management, and Customer support.



Benefits Delivered

- Significant reduction in cost
- Processing time reduced from 20 mins to less than a minute
- Significant reduction in errors
- Significant reduction in cycle time across 20+ processes



About NuSummit

NuSummit is a global technology leader in AI-led digital transformation, specializing in applications, data, analytics, cloud, and cybersecurity. With over 300 clients worldwide, including 22 Fortune 500 companies, NuSummit supports organizations across industries. Our core expertise lies in banking, insurance, and capital markets, where we offer specialized solutions for these sectors.

With over two decades of experience and 3,000+ professionals, we deliver AI-driven, end-to-end solutions that integrate advanced cloud infrastructure and cybersecurity. Certified to top industry standards and backed by a robust partner ecosystem of hyperscalers and niche innovators, NuSummit is a trusted partner for secure, impactful digital innovation.

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