

Case Study

Fueling efficient workflows and operating excellence for a P&C insurance leader

Our teams and technology have strengthened operations, powered growth and earned our client's trust for 14 years and counting.



The challenge

One of the largest property and casualty (P&C) insurance companies in the U.S. wanted to enhance operational efficiencies without compromising its strong financial position. Key priorities included growing profitably and upholding a culture of integrity and exceptional service to customers, partners and employees.

To meet these goals, the company needed to streamline and modernize document processing, claims management and customer communications — all critical functions that were becoming increasingly complex to manage in-house.

Recognizing that the right outsourcing partner could accelerate progress and reduce costs, the company issued a competitive RFP and rigorously evaluated multiple solutions providers. Conduent's strength across technology and services, combined with deep industry expertise, stood out — and the insurer selected us as a strategic transformation partner.

Conduent ignites speed and accuracy across structured and unstructured document workflows leveraging next-generation optical character recognition (OCR) and automated document recognition (ADR) technologies.

The solution

Our partnership launched in 2011 and since then, our solutions have proved pivotal to the client's growth and success. Working with us, the company has consistently excelled and expanded powered by customized, scalable high-performance technology and services.

Today, Conduent serves as the company's trusted partner for end-to-end mailroom solutions, ensuring seamless integration across intake and outbound processes and simplifying vendor management.

Our services include:

- **Mailroom intake:** Centralized and streamlined claims and document intake
- **Document storage and workflow automation:** Leveraging the Conduent Workflow Automation Suite to automate and route structured and unstructured content.
- **Call center support:** Enhancing customer engagement and responsiveness.
- **Outbound print services:** Managing high-volume, time-sensitive communications.
- **Special projects:** Delivering agile, on-demand solutions including complex processes like W9 form-handling where precision is crucial.

The results

We've been a trusted solutions partner since 2011, delivering a comprehensive suite of document processing, claims processing outbound communications and administrative services.

Our tailored solutions have played a critical role in the client's journey toward overall business excellence.

Key outcomes:

- **120M+ images processed annually**
- **~3,500 users leveraging the Conduent Workflow Automation Suite**
- **Streamlined document workflows and improved compliance**
- **200+ languages supported by our call centers**
- **W9 processing improved** accuracy and reduced risk of fines and penalties
- **Advanced OCR and ADR** expanded automation and reduced manual intervention

Conduent remains an integral part of this P&C insurer's transformation initiatives, delivering advanced technology, deep expertise and service excellence that fuel long-term growth and competitive advantage.



Reaffirmed value, enduring partnership

In 2016, the client made a procurement-driven decision to test shifting part of the business Conduent was supporting to a competitor.

After a short trial period, the client reassessed its outsourcing strategy and **returned the business to Conduent**, recognizing the long-term value, reliability and efficiency gains we uniquely deliver.

Conduent has remained the client's sole provider of mailroom solutions ever since — a testament to the strength and trust of this enduring partnership.

Learn more on our website about [Conduent Integrated Digital Solutions](#), or [connect with an expert](#) to explore the best solution for your organization.

