

Global Risk Solutions Technology: Worker's Comp Robotic implementation wins Business Insurance Innovation award

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Liberty Mutual's Robotic Process Automation (RPA) – which services both workers compensation policyholders as well as customers of our Helmsman third-party administrator – leverages software known as BOTs to accelerate the processing and adjuster assignment of new workers' compensation claims. This automation transformed a manual process that took up to 4 hours into a system that takes minutes. The deployment of BOTs is the latest chapter in our ongoing efforts to help workers compensation customers and distribution partners better manage total workers compensation costs.

- This tool allows adjusters to investigate claims and engage with injured workers sooner, suggest the resources needed to manage a claim, and facilitate a prompt return to work
- The automation provides us the flexibility to deploy resources to areas where risk managers see more value
- In 3 months, 14,300 claims were successfully processed with an accuracy of 99.9%, thereby lowering the total cost of workers compensation claims
- Projected \$5 million in savings over 5 years

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Liberty Mutual was among the first insurers to harness BOTs to better manage workers compensation claim costs by speeding claims intake and assignment.

As the winner, Liberty Mutual will be featured in the November issue of the [Business Insurance Magazine](#), with an awards reception early next year.

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