



CASE STUDY

Streamlining Processes and Enhancing Decision-Making for a Leading Insurance Broking Company in India

Quick Summary

The insurance brokerage company offers comprehensive solutions to people, organizations, and institutions by reducing procedures, improving data insights, and automating reporting. Custom dashboards and KPIs helped develop businesses. These solutions enhanced data processing, accessibility, cost, and time. Better data-driven judgments and continuous improvement in insurance brokerage operations are now possible.

About the Customer

The company, a prominent insurance broker, is a component of a global conglomerate that encompasses diverse sectors such as automotive, agribusiness, aerospace, and finance. The insurance broker acts as an intermediary between consumers and insurance companies, offering various insurance policies. The company is known for its customer-centric approach, innovative products, and strong industry partnerships. It was important for them to increase and improve their efficiency and productivity.

Problem Statement:

The company faced challenges related to manual work, a lack of data insight, and data handling. The objective was to streamline processes, improve decision-making, and automate reporting for better efficiency and productivity.

- Reduce manual work to improve workflow speed and efficiency.
- Provide better data-driven solutions.

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- Automate the reporting process for increased efficiency and reduced dependency on specific individuals.
- Develop customized dashboards for different business channels.
- Identify key performance indicators (KPIs) to enhance decision-making.

The insurance broking company faced several challenges that necessitated process improvement:

Manual Handling: Manual work processes were time-consuming and involved multiple employees, leading to inefficiencies and potential errors.

Lack of Data Insight: The absence of real-time data insights hindered timely analysis and decision-making, impacting operational efficiency.

Data Handling Limitations: The company struggled to handle large volumes of data using Excel, limiting their ability to work with comprehensive datasets.

Solution:

To address the challenges and achieve the objectives, CRG Solutions helped the company implement the following solutions:

- **Workflow Pace Improvement:** CRG Solutions standardized and integrated data from multiple sources into Tableau, providing real-time data insights for improved decision-making throughout the organization.
- Using stored procedures, views, and alerts, consolidated historical data on a SQL Server staging server to ensure data quality and accuracy.
- **Automated Reporting Process:** Automated the reporting process to enable on-demand access to reports and to set up subscriptions and alerts for effective tracking.

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- Customized Dashboards: Created over 50 customized dashboards for various business channels using various data sources such as SQL, Excel, and PosSQL.
- CRG Solutions identified and incorporated Key Performance Indicators (KPIs) into the reporting process to facilitate data-driven decision-making.

Business Benefits:

Implementing these solutions resulted in several positive outcomes for the company.

Time Savings: The automated reporting process significantly reduced the time and effort required to prepare manual reports, improving overall operational efficiency.

Cost Savings: The automated process reduced the need for additional employees, resulting in cost savings.

Enhanced Decision-Making: Real-time data analysis and insights enabled better decision-making across all levels of the organization.



Improved Data Handling: Efficient data integration and consolidation allowed the company to handle and analyze larger volumes of data, enabling comprehensive and informed decision-making.

A Trusted Solution Partner

to achieve

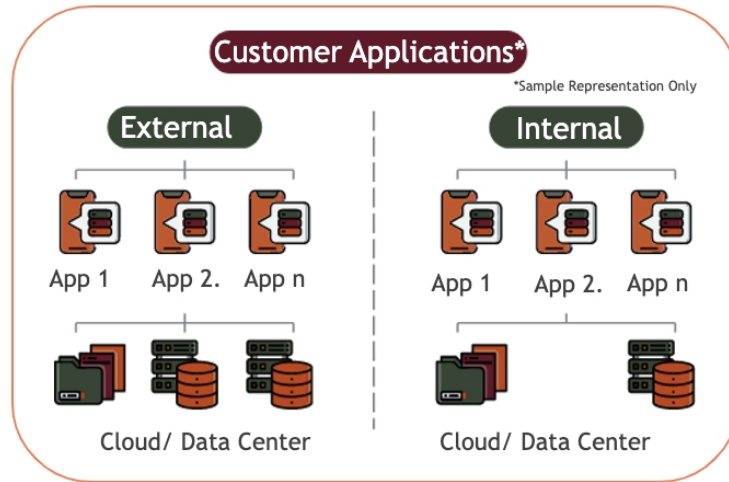
Business Excellence

About CRG solutions

We Cover

Analytics

We setup practices, tools to derive insights (customers, products, apps, teams) to enhance or optimize business effectiveness with the help of products like Tableau, Alteryx, PowerBI, Cloud and MLOPs



RPA

We automate all high volume and mundane tasks to reduce manual errors and to increase efficiency with the help of products like AA (Automation Anywhere), Yellow.ai

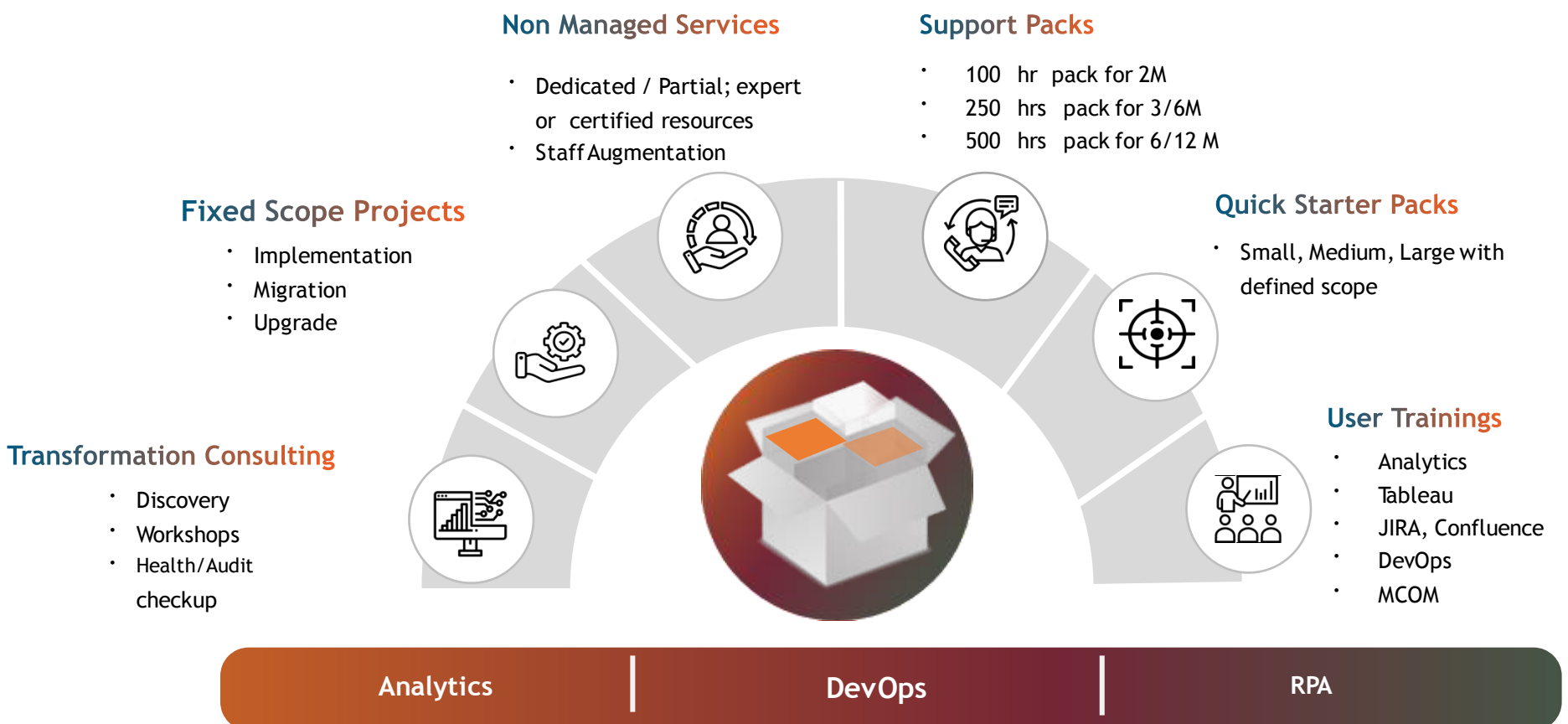


DevOps

We help streamline the application development and maintenance processes with custom project management practices and implementation of world class software tools like JIRA, Azure DevOps, Azure Cloud to improve team productivity



Services Portfolio



Our Socials



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