

Automating Policy Creation with RPA for a Leading Wealth Advisory Firm

Client Overview

The client is a **US-based financial services provider** offering solutions in **Financial Planning, Estate and Legacy Planning, and Asset Protection**. Their mission is to help individuals, families, and businesses effectively manage and grow their wealth through strategic financial advice and planning.

Requirements and Challenges

The client faced operational inefficiencies due to manual data extraction and policy creation processes. Key challenges included:

- **Time-consuming manual processes** for extracting category-wise data from two distinct web applications.
- Frequent **errors in data validation and entry**, leading to delays in policy creation within Salesforce.
- Lack of real-time reporting, making it difficult to track daily operations and performance.
- The need for **exception and end-of-day (EOD) reports**, along with automated email alerts.



Solution

ProwessSoft implemented an **RPA-based solution** on the MuleSoft Anypoint Platform to automate data extraction and policy creation. The solution involved:

- **Developing a scheduled BOT** to extract data from two distinct web applications.
- **Validating data against predefined checkpoints** before creating new records in Salesforce for Life and Annuity policies.
- Automating the **generation of exception and EOD reports** with scheduled email alerts for seamless monitoring.
- Implementing a **scalable framework** for extending automation to additional categories and workflows in the future.

At a Glance

Industry:

Financial Services

Challenge:

Manual data extraction and policy creation across multiple web applications, leading to inefficiencies and delays.

Key Objectives:

- Automated data extraction and validation across web platforms.
- Streamlined policy creation in Salesforce for Life and Annuity categories.
- Reduced manual intervention.

Methodology and Process Followed

The solution was delivered following a structured approach:

1. Requirement Analysis – Engaged with stakeholders to understand current manual processes and pain points.
2. Solution Design – Defined automation workflows, ensuring accuracy in data validation and reporting.
3. Development & Testing – Developed the RPA BOT and tested data extraction and report generation thoroughly.
4. Deployment & Optimization – Deployed the automation with scheduled executions and continuous monitoring for optimization.

Conclusion

With ProwessSoft's RPA-driven automation, the client has transformed their policy creation process, achieving higher accuracy, efficiency, and operational visibility. This automation not only reduced manual efforts but also paved the way for scalable and future-ready processes that align with the company's growth objectives.

Value Proposition

The implemented solution delivered measurable outcomes:

- **95% Reduction in Errors:** Automated validation ensured accurate policy creation, significantly minimizing human errors.
- **60% Faster Processing:** Streamlining policy creation in Salesforce reduced turnaround time.
- **1,200+ Work Hours Saved Annually:** Eliminating manual data extraction and entry freed employees for higher-value tasks.
- **Improved Reporting Accuracy:** Automated real-time reporting enhanced visibility into daily operations and exceptions.
- **Growth-ready Solution:** Framework ready for future expansions to additional categories and processes.

For further information, please contact:

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