

Workfellow gives insurance companies a fresh alternative to process mining

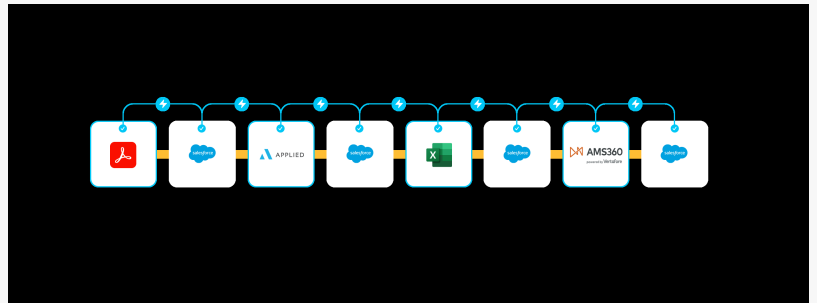
New solution combining task and process intelligence brings much needed end-to-end visibility to core insurance digital workflows and operations

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/EINPresswire.com/ -- Workfellow, the

Finnish process intelligence startup, has launched a new solution to help insurance companies optimize core business processes. [Insurance Process](#)

[Intelligence](#) brings together deep domain understanding of process improvement and advanced data mining technology ideal for the digitalized knowledge work dominating the insurance industry.



Process intelligence gives end-to-end transparency in insurance operations

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To really drive process excellence, insurers need visibility across all their tasks, processes and systems.”

Kustaa Kivelä

Workfellow’s new solution enables the optimization of multi-system workflows, for example, the complex tasks done in underwriting or claims processing spanning different business applications, web portals, enterprise resource systems and productivity tools. With visibility into core process performance, insurance carriers can streamline or automate digital workflows to reduce the amount and cost of repetitive and manual work.

Recent [repetitive work research](#) by Workfellow found that a typical enterprise business operations employee spends 50% of their time on repetitive tasks and 10% of their time on manual data entry. This is an especially important challenge for insurance carriers, where core processes require deep specialist knowledge, fast responses and work across different business applications, reporting tools and web apps.

According to Workfellow’s CEO and co-founder Kustaa Kivelä the insurance market is ripe for adapting Insurance Process Intelligence. “As much as 90% of work happens outside of the enterprise resource systems. To truly drive process excellence, insurers need visibility across all their tasks, processes and systems.”

“Workfellow’s unique [Work API](#) technology gives end-to-end transparency to core insurance processes such as underwriting or claims handling without the extensive data integration and data science required by conventional process mining approaches” shares Workfellow co-founder and CPO Henri Wiik, adding “the software provides recommendations to optimize workloads, automate tasks and reduce manual work. New customers can get started quicker thanks to ready-made reporting, an intuitive configuration studio and effortless plug-and-play technology.”

About Workfellow

Workfellow is a leading process intelligence solution that provides a hybrid approach to solving visibility problems combining process mining and task mining capabilities. The company's AI-powered software helps enterprise organizations optimize processes, accelerate automation and digitalize workflows. Through Work API – an effortless plug & play technology – Workfellow is able to analyze processes, workflows, and tasks and provide actionable insights and complete visibility.

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