



Generali deploys Enate's Robotic Service Orchestration (RSO) platform to help transform operations



Need



Generali Link wanted to improve customer satisfaction and simplify its customer-facing services

Action



Deploying Enate's Robotic Service Orchestration platform has streamlined internal processes and improved communication with brokers

Results

Six months on, Generali Link has seen an **80%** reduction in internal processing time, with increased customer satisfaction, improved morale, and reduced costs

Orchestration built on four pillars: Communication, Process, Quality & Measurement

Generali Link is the shared services arm of Generali, one of the world's largest insurers. It delivers the middle office operations for Generali's core life insurance business, managing unit-linked investments and funds, and predominantly dealing with brokers.

The company had a goal to transform its operations and truly embrace automation, to ensure the delivery of world class results. However, it needed to do this within the constraints of existing legacy technology platforms.

In order to achieve successful digital transformation, and to do so in months rather than years, Generali Link deployed Enate's Robotic Service Orchestration platform in 2017. The plan was to get control of the human side of the operation before beginning to deploy bots at pace. Within six months of go-live, after a five-week implementation project, Enate RSO delivered an 80% reduction in internal processing time, amongst other significant customer facing improvements.

Today, Enate is continuing to orchestrate Generali Link's combined human and robot resources, and helping to deploy more robots at pace.

Benefits & Results

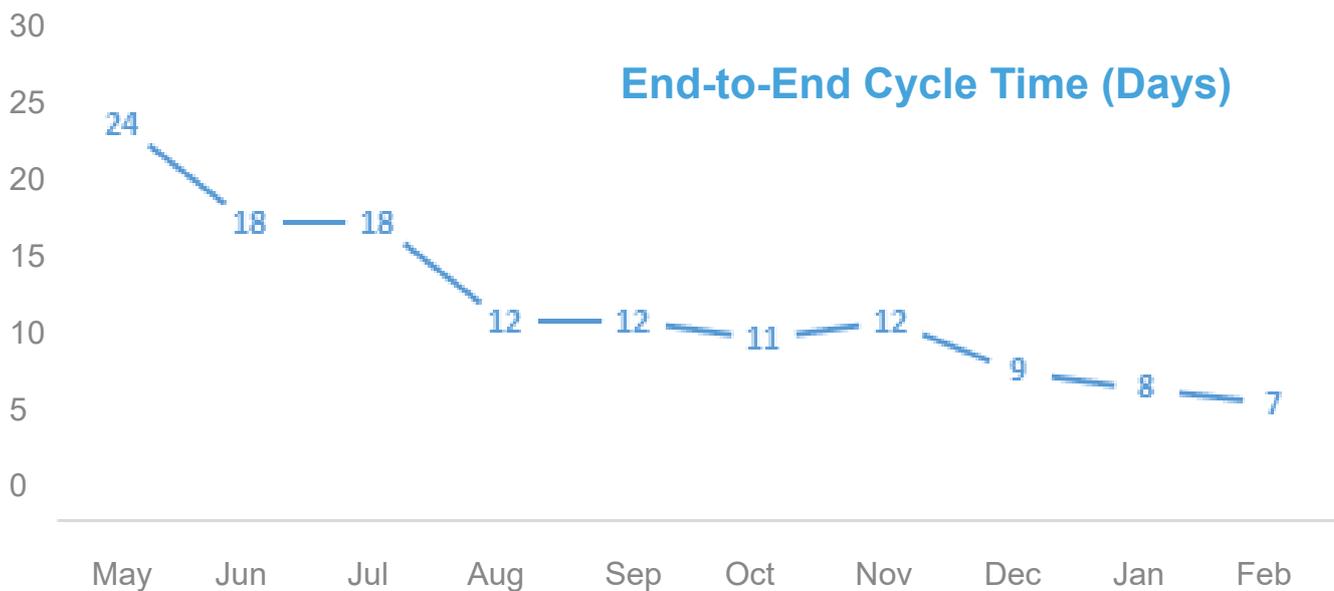
In only six months, Generali Link saw the following business benefits thanks to Enate's RSO platform:

- **80%** reduction in internal processing time
- **70%** reduction in end-to-end cycle times
- **38%** reduction in incoming phone call volumes, despite an increase in transaction volumes in the same time frame
- **56%** reduction in Client Service Email resolution time
- **23%** improvement in SLA for Front Line Phone calls – from **73% to 96%** year-on-year
- **75%** reduction in overtime within Client Services despite the unprecedented Feb/Mar 2018 weather events



Enate's Robotic Service Orchestration Platform has had a striking impact on our work culture. Staff have been able to move from 'fire-fighting' to having the time to respond comprehensively. This has resulted in better service, much improved employee job satisfaction and greater confidence at key intermediary meetings. The mood music on the floor has completely changed, people are happier, and we now measure the service in terms of compliments.

- Karl Nolan, CEO, Generali Link



A Bright Future for Better Services

Generali Link's back office workers can now provide intermediaries with the information they require, quickly and efficiently. They are able to issue a service request and report on all parts of a service, instead of making multiple calls to brokers after retrieving the correct information.

Enate has not only improved customer satisfaction and net promoter scores, but has also promoted 'stickier' broker relationships and overall confidence in service. Generali Link will continue to review their processes, identifying opportunities to create a leaner, more automated future. It will do this alongside Enate, with the end goal of moving 100% of its processes into the RSO platform.

Want to see how Enate can help you? **Contact us today.**

