

## CASE STUDY TOO BUSY TO AUTOMATE?

How INSR and NCDC saved +600h per year

### EVERY MORNING

A few hours before the start of business day, the work began to get everything ready, with daily, weekly and monthly tasks. Checking services, jobs and restarting servers. Generating and moving files and reports.

Averaging 34 tasks to be performed each day, spending up to 2 hours.

### Insr Insurance Group ASA

Norwegian midsize P&C insurer, established 2009 with a primary focus of the retail and small & medium-sized enterprise segments. The company had undergone several mergers, changes to infrastructure and during these transitions it had built up a substantial reliance on manual processes.

### THE SOLUTIONS

Extended scripting and use already available tools, services and interfaces, with no purchases of new software or integration platforms.

We achieved a 90% reduction in time spent on manual routines, saving 55h a month, as a consequence a 90% decrease in risk of introducing human errors.

The automation took place over 3 calendar months, and took 200h of preparation and development, achieving a first year ROI of 230%

### NCDC

Develop and operate insurance systems for insurers in Europe and Latin America. Our +120 consultants are focused on core systems, integrations, web & mobile applications, designing highly efficient, microservices based applications and tools.

### LESSONS LEARNED

- Use a manual process to solve a problem fast, establish the specifications and business rules, and make a draft of how to automate it.
- Create a catalogue of manual processes and review to pipeline the next automation's.
- Identifying tasks to automate is sometimes difficult while busy doing the tasks manually. Getting external help to identify what and how is very valuable, and speeds up the process.

+600  
hours/year  
saved

230% ROI,  
first year

„ From the very start NCDC were proactive and curious as to which of the manual processes could be automated, and brought many new ideas for optimisations.  
The team is friendly, flexible and highly professional with a deep understanding of TIA and insurance processes.”

Dag-Are Døving-Mathisen, CIO of Insr Insurance Group ASA