TUNGSTEN AUTOMATION

Claims Processing

Optimise the claims lifecycle, reducing manual tasks to increase efficiency

AI Agents

Intelligent Document Processing

Integration

Robotic Process Automation

Process Orchestration

Generative AI

Reduce document handling time by up to
90%

Cut claims adjudication time by
75%

Increase customer satisfaction by
15%

Why

Claims processing in government agencies involves the handling of various claims from the public, from healthcare and social benefits to insurance and compensation claims. This process traditionally involves multiple manual steps, verification of multiple types of documents, and complex decision-making pathways. Tungsten Automation's solution streamlines this process through intelligent document processing and workflow automation.

The benefits of automated claims processing for government departments are substantial, with potential cost reductions of **up to 30% in operational expenses**. For the Australian public, this means faster claim resolutions, with less errors and more transparency. Departments can process a greater volume of claims with the same resources, while maintaining consistent quality, security, and compliance standards. The system can automatically flag complex cases for human review while seamlessly processing straightforward claims, leading to more efficient resource allocation and improved public and employee satisfaction.

How

An example of the benefits of automated claims processing can be seen with **Safe-Guard Insurance**. Facing rapid growth and increasing customer expectations, Safe-Guard automated its contract and claims processing using Tungsten solutions.

By digitising and automating document capture and data extraction, Safe-Guard **reduced document handling time by up to 90% and claims adjudication time by 75%**.

This allowed Safe-Guard to process claims faster and more accurately so it could accelerate payments to customers. This resulted in a **15% increase in customer satisfaction rates**. The new system also delivered a **30% improvement in staff productivity** and allowed Safe-Guard to reduce the number of employees needed for paperwork.

Learn More

Join the thousands of agencies transforming their processes with Tungsten Automation.

Visit TungstenAutomation.com to request a demo.

View more at our Australian government website