

RPA Leads to Increase of Productivity: Saves CNO 3000 hours and \$2.2M each year



CNO FINANCIAL GROUP



PROFILE ORGANIZATION

CNO Financial Group is a financial services holding company located in Carmel, Indiana. They provide health and life insurance, and retirement solutions to middle-income Americans through their 3 brands: Bankers Life, Colonial Penn and Washington National.

CHALLENGE

CNO had the goal to automate internal audits with existing technology, and create ongoing savings within business units. Through use of robotic process automation (RPA), they wanted to transform their business to improve their overall processes, and save both time and money.

SOLUTION

CNO Financial Group chose to implement RPA solutions to automate 5 different processes. In doing so, they have the ability to increase productivity levels and save money. Now, only 2% of their health insurance applications require manual intervention. Today, 80% of their Regular & Express claims automatically flow through bots. By automating the check request process, bots quickly deliver the right amount every time. CNO also enjoys a significant decrease in vendor costs associated with processes that survey for legal holds. CNO Financial Group also applied RPA solutions to agent licensing, which saves the company 3000 hours per year. Within their first year of usage, they were able to see positive growth, resulting in increased customer satisfaction.

BENEFITS

\$2.2M

In planned NPV for this year

80%

Of claims flow through RPA bots

3000hrs

Of agent license processing saved

Processes Automated

- Application processing
- Claims processing
- Check requests
- Agent Licensing
- Legal Holds

Industry

Financial Services

"Senior management is excited because we save 3000 hours every year dealing with agent licensing."

— **Brooke Beneditti**
IT Director

STORY DETAILS

CNO Financial Group began their quest for a digital workforce two years ago when they partnered with ISG and Cognizant to help implement Automation Anywhere. Their goal was to automate internal audits with existing technology, while creating ongoing savings within business units. Since introducing RPA to their company, they have saved time, money, and delivered a better overall experience to internal and external customers.

CNO has also established a Center of Excellence alongside trainers, developers, and business owners to ensure that all operations surrounding client facing operations run smoothly and efficiently. To obtain the best results imaginable, CNO prioritizes training sessions and mentorships for bot builders. Through advanced bot production, CNO has seen new opportunities arise by automating simple tasks to help manage the flow of their projects, in addition to presenting new roles to employees.

LOOKING AHEAD

CNO is currently working on scaling bots across multiple business units. They hope to save even more resources with the aggressive bot deployment schedule they have in motion. They plan for a total of \$2.2M in NPV this year, as they push to improve their processes to meet the highest possible standards of customer excellence.

“With the extra time saved, we have been able to focus on enhancing customers’ experience, ensuring middle-income Americans receive the coverage they need as quickly as possible.”


— **Brooke Beneditti**
IT Director

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