

An SS&C Intelligent Automation Solutions Case Study

Digitizing the mailroom: AI system eliminates manual tasks with up to 98% accuracy



A major insurance company saved time, money, and employee sanity with SS&C Chorus Document Automation. The AI-driven system took on the arduous task of identifying, processing, interpreting, and routing physical forms.

Background

Chorus Document Automation was asked by a large insurance company to achieve straight-through indexing for one of its mailrooms. Volume was expected to average 5,000 pages per hour with seasonal peak volumes significantly above that. Over 800 different form types required index data extraction.

Client challenge

The manual nature of dealing with this volume was costly. Matching resources to seasonality incurs training and staffing expenses. Pay is competitive due to high cognitive load. Yet, turnover is also a problem—sorting mail is not particularly engaging.

Solution

Chorus Document Automation uses pre-programmed templates to quickly identify and reorder forms, and extracts typed and handwritten data. Six of eight key mailroom tasks were replaced at up to 98% accuracy.

Benefits

- **Clear ROI:** The accuracy threshold for a positive ROI was 90%. Chorus Document Automation's range was 96-98%.
- **Better error tracing:** All mistakes are digital and trackable, making them easier to find and fix.

- **Secure:** Data transfer between the client and Chorus Document Automation uses state of the art file transfer tech.
- **Flexible:** The system can scale up and down with seasonality with ease.
- **Tireless:** This client setup runs 24/7/365.

 **98%** indexing accuracy

 **95%** data extraction accuracy

 **<1 Hour** turnaround SLA

Chorus Document Automation

Chorus Document Automation looks at every page. It deskews, zooms and rotates it to match a template, which codes in the location of the data fields. It can extract fields that contain handwritten data, including signatures, printed text, and check boxes. It's AI is trained to ignore scan artifacts and form labels.

SS&C Chorus Document Automation is the proven leader for reading, enriching, and delivering data from paper. [Learn more at ssctech.com/chorus.](https://ssctech.com/chorus)