CLOVER INFOTECH

# Application Support Automation

for a Leading
General Insurance Company

**CASE STUDY**





# Faster Resolutions

Clover Infotech's solution enabled faster resolution of queries, eliminated human error, and ensured seamless business continuity

# The Challenge

The queries raised at the L0, L1 level mandates immediate assignment of tickets and resolution

Manual support process was time consuming and error-prone. Delay in resolution led to a reduction in ratings and overall customer experience



# The Solution

Clover Infotech proposed an RPA solution to automate the entire process

The solution automatically identified patterns in tickets and resolved them with set responses within seconds

The overall process automation enabled seamless capturing and timely reporting of issues

It also enhanced the overall customer experience



We are just an email away

**marketing@cloverinfotech.com**



## AWARDS AND RECOGNITION

ORACLE

**PARTNER OF THE YEAR**

ORACLE CLOUD INFRASTRUCTURE
2019

## ABOUT CLOVER INFOTECH PRIVATE LIMITED

Clover Infotech is a leading IT services and consulting enterprise with a legacy in fostering digital transformation and business efficiency across industry verticals. With our comprehensive solutions to implement, integrate and manage technologies, we have been co-authoring success for some of the leading global enterprises for over 25 years.

The company has a strong pan-India presence. It serves its customers in Europe, Middle-East and Africa through its Dubai office and caters to the North American market through its office based in New York.

For more information, visit **www.cloverinfotech.com**

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