Automated solution improves actuary job satisfaction

Opportunity

Actuarial work is complex, high-volume work, not just because it demands intricate and manual processes, but because each line of business has its own stakeholders and regulators.

Aviva, a multinational insurance company, partnered with WNS to design a system that would unify all the company's actuarial work under one umbrella with as much automation as possible.

Imagining IT Differently

WNS, working with Aviva, developed a centralized platform or system that comes with tools for easily generating reports and auditing the results, and multiple interventions to identify and eliminate human error.

The solution meant finding a way to unify 1,000 report templates impacting the day-to-day work of around 300 professionals. While tools to make this process are commonly used, the comprehensive automation and emphasis on the job quality of the workforce makes this a standout example of digital transformation.

Future Made Possible

The efficiencies created by this new system cut the amount of manual work by 50% along with reduced overhead costs and faster reporting.

More important for Aviva, by cutting down on the labor involved in actuarial work, the solution improved the lives of the actuarial teams with a 90% increase in satisfaction.

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