

# Automatic courtesy vehicle solution

Provide an automatic way to send courtesy car to customer after services request

## SECTOR

Insurance

## COMPETENCIES



Artificial Inteligence



Data Visualisation and Augmented BI



Data Engineering



AI Engineering



Cloud Foundation



Hyper-automation and Robotics (RPA)



Full Stack Development



## THE CHALLENGE

The challenge of the project is the automatic understand of the request received from the repair service workshop **reading free text email and catch all the necessary information to address an automatic system to find a courtesy car** near to the customer.



## OUR SOLUTION

The solution Identified is composed from different process. The first process, **with A/I and M/L capabilities read all the email, categorize and grab the necessary information.** The A/I document understanding training was based on a history of more than 12,000 documents and email.

The second part of solution was delivered **developing a mobile site where the customer was capable to specify the position where the courtesy car is request** plus other information regarding the CAR ID and the credit card of the customer.

The last part was a **Robotic Process system that manage the customer system** to find on the market the courtesy car and send back to the car service and the customer the feedback.



## RESULTS

The project catch xx different goals:

- The **customer are able to ask a courtesy car all day long** independently from the opening of the call center
- **6 FTE** was addressed to **different activities**
- The **customer get response in less than 30 minutes** (until the system the time was about 4 hour)

## BENEFIT



20% reduction in processing time



600 requests managed for week



6 FTE reduction



24h7 availability



## Contact us

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