

Insurance



Allianz Taiwan Life Insurance Co. Ltd.

Bringing higher levels of customer service to a mobile and connected generation of customers

Industry: Insurance
Geography: Asia Pacific

Solution

IBM Watson Assistant

Watson works seamlessly across the company's website, customer portal, app and Facebook to interact with customers. With NLP and a knowledge base built from hundreds of real-life scripts, the bot interprets complex insurance questions, responds to policy inquiries, and even makes policy changes.

"The open-source platform allows us to maintain and build new scenarios on our own, so we can focus on more complex and exciting projects with IBM, and not waste resources on the simple stuff."

— Leo Frey, Head of Digital Platforms,
Allianz Taiwan Life Insurance Co. Ltd.



80%

Resolves 80% of issues that customers most frequently present to call centers

1 – 2 minutes

Reduced resolution times to just 1 – 2 minutes



CodeObjects

Creating a frictionless experience for insurance customers, even during disasters

Industry: Insurance
Geography: United States
Pattern: Customer Self-Service

Solution

[IBM Watson Assistant](#)
[IBM Watson Discovery](#)
[IBM Watson Speech to Text](#)
[IBM Watson Text to Speech](#)
[IBM Voice Agent with Watson](#)

CodeObjects is using IBM Watson technology to develop InsurBot.ai, an AI assistant that eliminates call center holds, reduces costs and helps put anxious customers on the road to recovery quickly.

"It's [the chatbot's] designed to handle the highest volume you could possibly throw at it. Whether you're the first person or the 100th person, your call will be answered immediately. That's our goal."

— Arun Bala, Vice President of Product Management, CodeObjects



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saved per minute, resulting in hundreds of thousands of dollars in total savings

75%

reduction in average call time



Grupo Planetun

An innovative visual recognition solution helps a growing insurance industry

Industry: Insurance

Geography: Brazil

Pattern: Visual Recognition

Solution

IBM Watson Visual Recognition

IBM Cloud

IBM Cloud Kubernetes Services

IBM Garage

Planetun created a first-to-market solution for insurance companies using the IBM Watson Visual Recognition service on IBM Cloud. The Garage group also helped Planetun transform an existing monolithic application to a more modern architecture based on microservices.

“By using Watson here in the process, we have a very large cost reduction because there is a reduction of work; in fact, rework is trending towards zero”

— Henrique Mazieiro, Chief Executive Officer and Co-Founder, Grupo Planetun



Eliminates
rework

for insurance companies
and their customers

Cuts costs

for insurance providers



Humana

Reduced costly pre-service calls
and improved the provider
experience with conversational AI

Industry: Health
Geography: United States

Solution

IBM Watson Assistant

Watson Assistant for Voice Interaction has greatly improved self-service for Humana healthcare providers, allowing them to quickly get information on patient insurance coverage across a variety of data points. Providers can now call in and complete an inquiry in about 2 minutes.

“This is just the beginning of how Humana is enhancing our provider communication, and I’m excited to keep exploring the infinite possibilities of artificial intelligence.”

— Sara Hines, Director of Provider Experience and Connectivity, Humana

Humana.

7,000 calls

7,000 voice calls from 120 providers per business day

90% - 95%

Achieves an average of 90-95% sentence error rate accuracy level



OP Financial Groups

Enhancing customer experience at scale with an AI-powered chatbot

Industry: Insurance
Geography: Finland
Pattern: Customer Self-Service

Solution

IBM Watson Assistant
IBM Services

To scale the service to support thousands of users per day, the company worked with IBM to develop an AI-powered chatbot that can converse with customers in Finnish, provide helpful insurance advice, and streamline claims processing.

“When we rolled out the chatbot to our customers, it outperformed our targets by a huge margin: the rate of automation was more than double what we had expected.”

— Jaakko Sävilammi, Development Manager, OP Financial Group



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