

# 5 Key Benefits of Quality & Compliance Automation



**athenium analytics**

Whitepaper

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Discover Actionable Results with Purpose-Built Automation Solutions

As the months and quarters roll to an end, the call comes across the insurance industry: it's time for Q4 audits. Until recently, these audits, often manual tasks required countless labor hours and cobbled-together in-house tools – or worse, third-party tools that were never intended for insurance file audits.

In today's digital era, insurance quality and compliance is undergoing an evolution that challenges manual QA techniques in favor of purpose-built automated systems that reduce the redundancy and labor hours associated with audits. QA automation is becoming essential as the industry faces increased demands for better claims quality and more accurate data.

According to a recent Athenium Analytics survey of insurance professionals, spreadsheets (such as Microsoft Excel) are the most popular tool used by QA teams, followed by custom home-grown tools and third-party QA software, respectively. The same survey also revealed that respondents were simply not satisfied with their current audit tools. Users provided feedback on what features they needed to improve their audits. Overwhelmingly, insurers demanded a more powerful and efficient solution to simplify their audits. Enter automation.

### Evaluate Automation Solutions

Evading your company's audit process can be daunting. Will automation ease the process for your auditors? Will it improve claims and underwriting insight? The first step in your evaluation of potential automation solutions is understanding how they can improve the QA process.

- Assess interactive dashboards with extreme granularity.
- Identify and mitigate root causes with results aggregation.
- Share and prepopulate claim/policy integration data to ensure integrity.
- Export data from dashboard into preconfigured reports.

5 Key Benefits of Quality & Compliance Automation

Athenium Analytics delivers exceptional performance improvement solutions that optimize the QA process for insurers worldwide.

**Discover actionable results with purpose-built automation solutions.**

Insurance quality and compliance is undergoing an evolution that challenges manual QA techniques. Everyone dreads the arduous manual tasks that comprise a QA process, which is why QA automation is becoming essential as the industry faces increased demands for better claims quality and more accurate data.

**Download this white paper** for insights on how you can evolve your company's audit process, which can be daunting, but is critical in today's market. You will learn how to overcome specific challenges, such as:

- Ways to reinforce data integrity
- How to optimize review completion
- Tactics for resolving results and access
- Ensuring you make the best decisions
- And more...

**PLUS** – Get a list of the top five benefits of automation so you can better make the case to transform your operations.

**Offered Free by:** Athenium Analytics