Use case
⌐ Van Ameyde

Simplifai

Introducing the Van Ameyde Group

Van Ameyde is the European market leader in claims management, loss adjusting, and IT development for the **insurance and risk management market.** They handle claims processing for over **1,000 corporate clients** in the global insurance and risk management sector. Many of Europe's leading insurance brands are customers of Van Ameyde.

The group operates in **35+ affiliated companies and has 46 offices in 30 countries.** Every day, their **1,500 global employees** aim to accelerate decision-making and improve customer service to ultimately benefit their clients' bottom lines.

1,000+

Van Ameyde has gained the trust of more than 1000 corporate clients worldwide.

750,000

Van Ameyde provides end-to-end solutions for 750,000 claims every year.

46 offices

Van Ameyde's network covers 30 countries with 46 operating companies.

Keeping pace with economic growth

With such a vast market coverage, Van Ameyde annually processes **2-3 million customer e-mails and an equal number of documents** related to insurance claims within automotive and other insurance products. Van Ameyde is expected to grow over the next years, which means the claims volume will increase.

The manual processing of each email and document consumes valuable productive time of their employees and **increases the response time**. Van Ameyde realized that the ability to **utilize automation technology effectively** would be critical for their success in the next decade. The key objective was to figure out how they can process claims more efficiently and accurately than an insurer's internal team, which is the basis for outsourcing this function to Van Ameyde.

Mode of inquiry:

✉ Email   ▯ Document
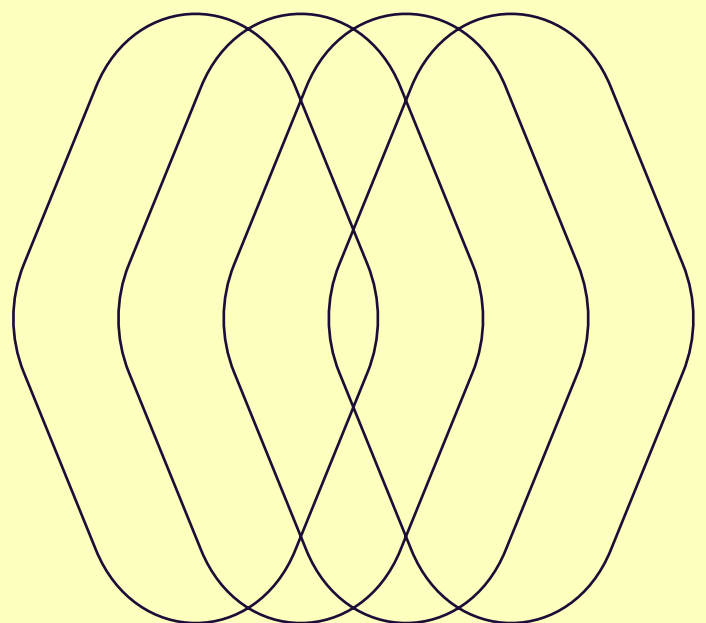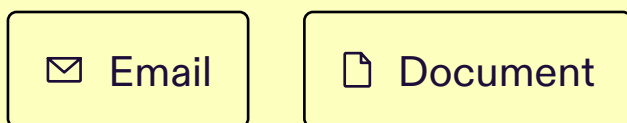
Finding the right supplier

Van Ameyde was looking for an AI automation supplier who would help them align their strategic imperative with a solution to support their continuous growth, all the while meeting the European data protection requirements. Simplifai's **'privacy by design'** approach and **state-of-the-art AI solution** built on **GDPR** and **ISO/IEC 27001:2013** protocol compliant software was the perfect fit.

By employing Simplifai's AI solution, Van Ameyde has the potential to **gain an edge in an increasingly competitive market,** especially in times of staff shortages and high inflation.
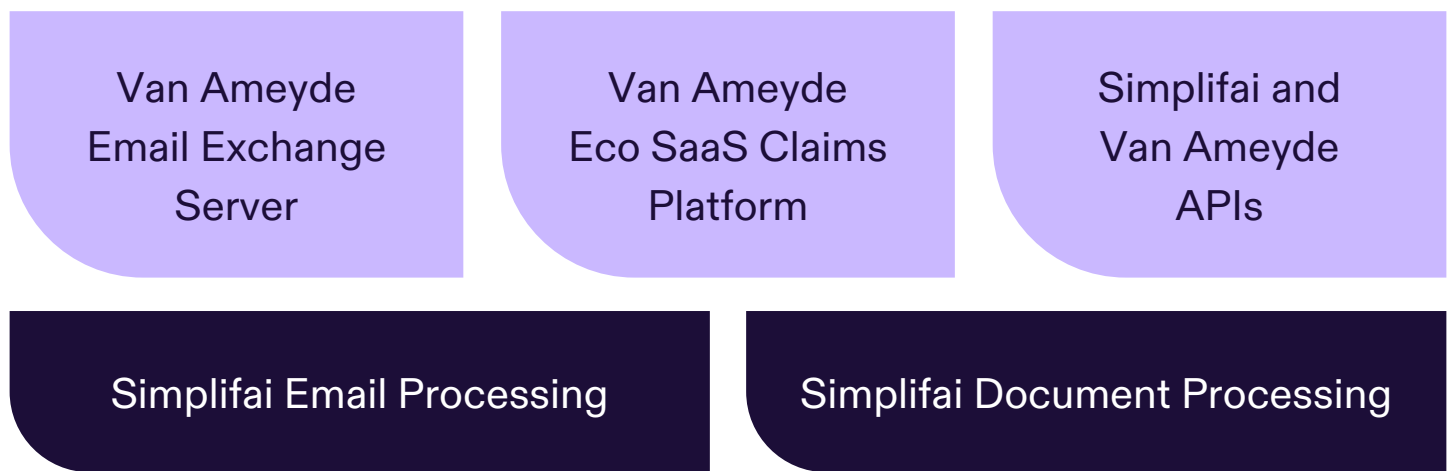
A strategic shift: the solution that makes a difference

During the last few years, the company has introduced various tools to increase overall automation, including **RPA (Robotic Process Automation)**. However, the large volume of free text they deal with on a daily basis cannot be handled with the help of RPA alone.

Here is where **NLP (Natural Language Processing)** prevails, making it possible to automatically read, understand, and interpret natural human language as used in client's emails and documents.

Use Case - Insurance

Leveraging the full potential of our AI solution

Van Ameyde will use Simplifai's customized AI solution with the combination of the following modules:

Van Ameyde Email Exchange Server	Van Ameyde Eco SaaS Claims Platform	Simplifai and Van Ameyde APIs

Simplifai Email Processing

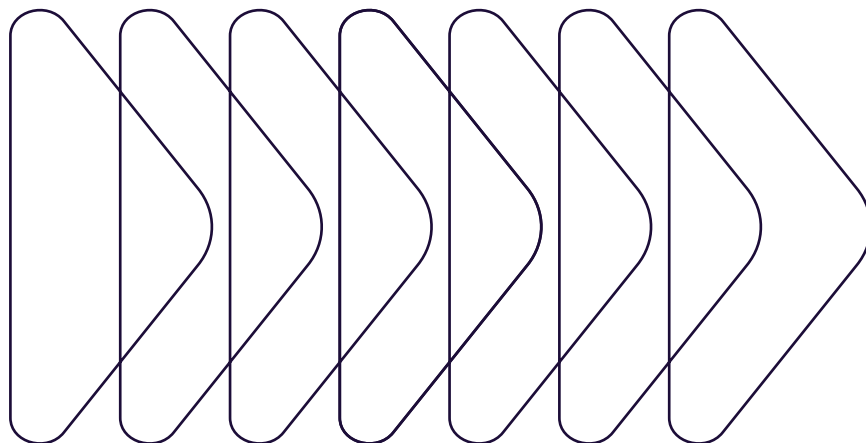**Simplifai Document Processing**

For any incoming email and attachment, the intention and purpose (e.g., request or complaint) will be classified automatically. There are many varieties in the format and type of documents, with the below samples being the most frequent.

→ Accident report forms

→ Vehicle assessment reports

→ First notification

→ Police reports

→ Invoices

→ Photos of damage

→ Document formats: PDF, EML, JPG

End-to-end automation: Here's how it works

→ The solution fetches emails and any corresponding attachments from multiple email accounts.

→ The solution directs emails to its Email Processing module and attachments to its Document Processing module.

→ The Email Processing module identifies and categorises the email type and extracts specified data sets for further business rule processing.

→ With any attachments, the Document Processing module identifies and categories the document type.

→ Once both emails and any corresponding documents are processed, the solution forwards data to the customer application.

→ If the solution experiences any processing error, those emails/ attachments are sent in for manual handling.

Van Ameyde aims to automate handling of 1M+ annual inbound claims.

Today, the handling of claim related emails and documents requires hours of manual processing from Van Ameyde's claim handling team. With the support of Simplifai, Van Ameyde wants to save this time and utilize their resources in more productive areas, leading to higher customer satisfaction.

With Simplifai's solution, Van Ameyde is striving to automate the processing of 1+ million claims annually. In the future, the increased degree of automation through AI driven automation will support the group's continuous growth by tackling increasing volumes.
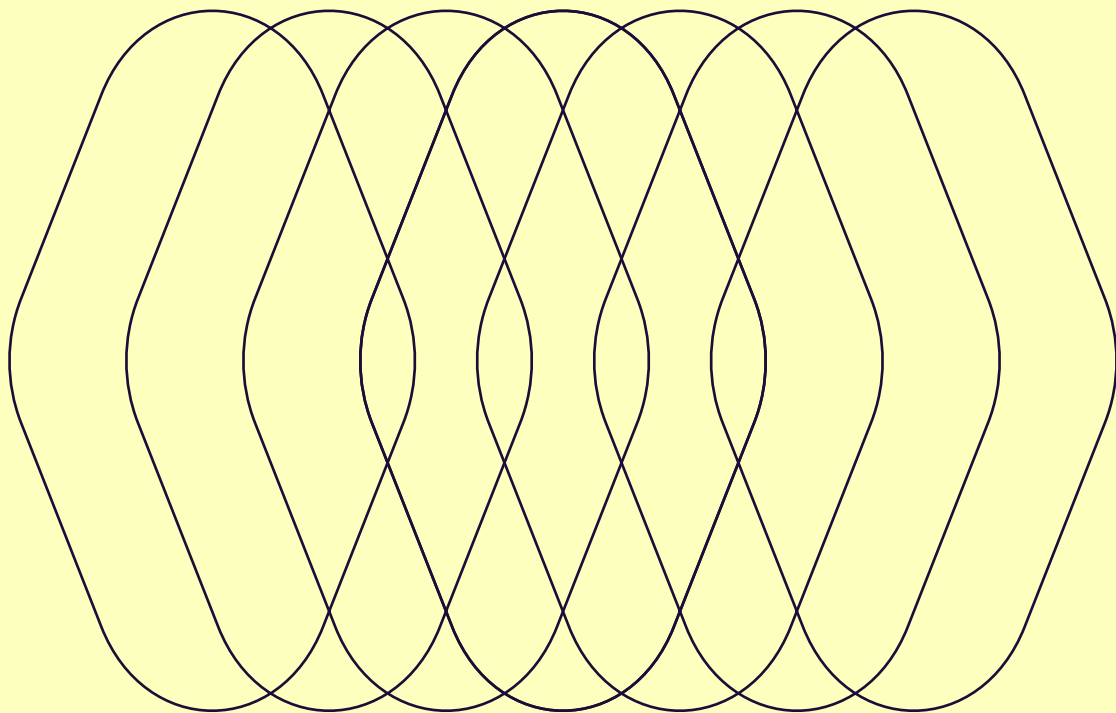
A promising future: Expansion throughout Europe

Van Ameyde and Simplifai are looking forward to expanding the use of the AI solution to other parts of the group in Europe. In the first wave, Dutch and Norwegian operations are a focal point. Soon, other regions in central Europe and the Southwest region will follow. In a later stage, the use may also expand to other areas in the claims supply chain.

The AI solution from Simplifai will be the next step for us through its capability to read and interpret unstructured 'free' text in emails and several other formats of documents where RPA has limitations. Flexibility and simplicity are key here. The combination of the technologies makes it possible to successfully automate a much higher percentage of our process.

Egon Scheers
Director Operations – Van Ameyde Group

Go to simplifai.ai to learn more or [book a demo.](https://simplifai.ai)