



# RPA-as-a-Service

## Solution Overview & Robot Experience

### Why HPA

At HPA, we believe robotic process automation (RPA) should be accessible for every insurer. Our unique, fully-managed RPA-as-a-Service model provides an accelerated path to automating painful business processes while also minimizing risk and controlling costs.

With licensed RPA software, there are many unforeseen barriers and hidden costs in developing and maintaining an automation initiative. From hiring and retaining trained staff to change management and governance, a mature automation program requires a significant investment of resources to see the ROI touted in the marketplace.

HPA evaluates, builds, tests, and operates your automation initiative from start to finish. No complicated licensing requirements, lengthy training classes, or hidden fees. We deliver instant scalability and reliable outcomes at a predictable, transparent price.

**HPA's fully-managed RPA-as-a-Service model is 2 to 5 times more cost effective than licensed RPA software.**

### How it works

HPA's team of automation specialists work with your subject matter experts to identify and evaluate key pain points within your business; processes that are labor-intensive, time-consuming, and don't add value to the business overall.

Once target processes are selected, they are prioritized and our specialists get to work. We walk through each process with your team, documenting every step the user takes within the applications they use every day to complete their work. Documented processes are then validated by the client to ensure every aspect of the process has been accounted for and documented. Once you sign off, robot configuration begins.

Our automation engineers configure each robot exactly to specification. Each new robot goes through several rounds of rigorous testing, ensuring that your new digital workforce is delivering the results you expect, before being deployed in the live environment.

Our work doesn't stop there. Your digital workforce is always under the watchful eye of our sophisticated Robotic Command Center, as well as our automation operators who are ready to handle any errors or exceptions, should they occur. At the end of every day, you receive an outcome report showing what your digital workers did that day.

**10 years**  
automation  
experience

**95+**  
satisfied  
clients

**850+**  
processes  
automated

**100+**  
applications  
automated

## Discover the automation possibilities in your business

In any industry, across departments, functions, and internal tools, if a process utilizes a user interface, HPA can automate it. [Learn how insurers can achieve efficiency and stability with RPA.](#)

Property & Casualty		Life & Annuity	Group Benefits	Back-office
New Quote Issuance	Rewrite Quotes Issuance	Setup & Validation	Pre-checks	Onboarding/ Offboarding
Policy Issuance	Initiation & Assignment	Premium Application	Validations	Ledger/ Journal Entries
Catastrophic	Renewals	Policy Owner Services	Underwriting	Data Validation
Subrogation & Recovery	FNOL	Policy Management	System Integration	Data Reconciliation

## 70% to 80% of RPA investments by insurers focus on making claim and policy processing more efficient.

Source: Cognizant

### About HPA, A Cognizant Company

HPA is the leading RPA-as-a-Service provider for insurers seeking secure, reliable intelligent automation solutions. As a proven automation Center of Excellence, we utilize our proprietary technology and extensive reusable code library to deliver scalable RPA programs that accelerate ROI and reduce total cost of ownership. For more information, please visit [hpa.services](https://hpa.services).

### About Cognizant

Cognizant (Nasdaq-100: CTSI) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 193 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at [www.cognizant.com](https://www.cognizant.com) or follow us [@Cognizant](https://twitter.com/Cognizant).

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