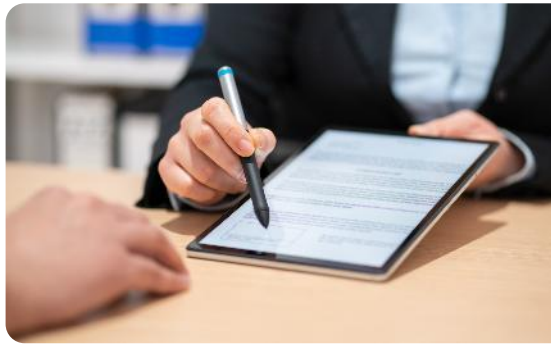
# AUTOMATING CLAIMS ORDER MANAGEMENT WITH AI

*Deutsche Schaden-Service GmbH (DSS) is one of Germany's leading claims management service providers, covering every stage of claims handling and repair coordination. Nationwide, it offers insurance companies the assessment, valuation, and repair of property and liability claims. By combining digital processes with expert knowledge and professional service, DSS ensures fast, efficient, and customer-oriented claims settlement and repair.*



## CHALLENGE

DSS aimed to automate the handling of newly incoming claim-related documents to accelerate the process of initiating expert assignments. Until the start of the project, the company processed around **15,000 cases per year.**

Previously, all documents had to be **manually read, sorted, and entered into backend systems**, which resulted in processing delays, inconsistent data quality and a high operational workload. The lack of a standardized, digital process further complicated the extraction of relevant information quickly and reliably.

Another challenge was the **variety of documents and input channels**, making it difficult to categorize documents and start workflows in a consistent manner.

To address these challenges, DSS set out to implement **an AI-driven input-management solution** that could automatically read, understand and extract relevant information from documents, while still allowing employees to review and correct results if necessary to ensure high accuracy.

## SOLUTION

For its first AI use case, DSS selected **DIGITALL** as its trusted partner to implement an **automated input management process** for the business case "Process for commissioning damage assessments".

DIGITALL deployed an **Azure-based solution** that seamlessly loads incoming documents and leverages **OpenAI** models combined with **prompt engineering** to classify, analyze and extract relevant policy information. The workflow is orchestrated by Flask App, while an Admin Console allows business users to configure prompts, monitor results and adjust extraction rules without technical effort.

Under normal conditions, the extracted data is automatically transferred to the third-party system. To ensure reliability, the solution includes **a conditional Human-in-the-Loop mechanism** that activates only if API transmission fails, allowing employees to validate and correct information before resubmission.

As a result, DSS now **processes incoming requests much faster, reduces manual effort, and maintains consistent data quality across all channels,** with measurable outcomes:

- Average case handling **reduced time from 10 to 2 minutes.**
- **80%** labor cost savings
- **1.5** full-time equivalent (FTE) saved **per year**

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