

MPI GENERALI E-PAYMENT AUTHORIZATION USING RPA

MPI Generali Insurans Berhad (Malaysia), formerly known as Multi-Purpose Insurans Bhd ("MPI Generali"), is a strategic partnership between Multi-Purpose Capital Holdings Berhad.

PROBLEMS FACED:

MPIG was facing the below issues for e-payment authorization:

- Upload supporting documents between process
- Issues around configurability, usability, Performance and wait times
- Business Centric Digital Workplace
- KTA (Kofax TotalAgility) process flow process not optimized
- Digital document archival process
- Retaining original document format
- Field level validations missing



SOLUTION:

- Neutrinos helped MPIG with Design e-forms on Digital Workplace that would help drive E-payment authorization requests of New Registration and Change of Beneficiary Banking Details. Data from document is to be extracted using KTA and help drive end to end E-payment authorization business process flow up until Policy/M update.

BENEFITS:

- MPIG achieved Business Agility with Compliance ease and visibility
- Clear approval process took place for all the workflows

Neutrinos is a Low-code Rapid Application & Digital Innovations company that offers a platform to ideate, transform and build complex enterprise applications within days, sometimes hours.