

TREXIN CASE STUDY

AUTOMATING DOCUMENT PROCESSING AND DATA WORKFLOWS

Trexin helped a large health insurer pilot the use of Microsoft Azure alongside UiPath to enhance automated document processing and data extraction workflows.

BUSINESS DRIVER

A large health insurer was looking to enhance its existing workflow automations by leveraging the latest capabilities of Artificial Intelligence (AI). The Client partnered with a vendor specializing in Robotic Process Automation (RPA) to pilot new automation solutions that process documents using Microsoft Azure and supplement their existing UiPath framework. Providers and medical facilities fax millions of clinical documents to health insurers, creating clear opportunities for improvement. Given Trexin's strong relationship with the Client and proven success in delivering Technology Enablement and RPA solutions, the director of the Intelligent Process Automation Lab asked Trexin to manage the development of the new workflows in Microsoft Azure.

APPROACH

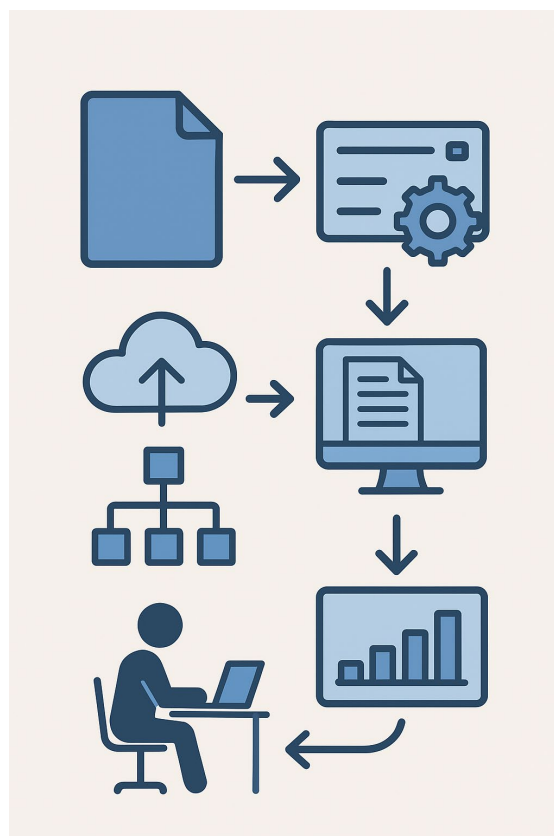
Trexin's experience and expertise in AI innovation positioned us well to support our Client in launching their pilot initiative. While the primary goal was to identify cost-saving opportunities, not necessarily to advance their AI capabilities, the Client recognized the value in using the pilot as a chance to improve their AI capabilities. In particular, they learned that Azure Document Intelligence offers a "self-learning" Intelligent Document Processing capability that becomes more effective as it receives additional inputs.

To ensure smooth and successful delivery, Trexin leveraged its vast experience in Technology Delivery and Support, along with a strong understanding of the Client's organizational structure, conventions, and tools, to provide guidance to both the Client and the vendor.

RESULTS

The evaluation was completed on time and successfully enabled our Client's strategic direction. The automation was projected to deliver \$1.2 million in first-year cost savings, with additional expected in future years.

The automation achieved a success rate 12% above target, exceeding performance expectations and demonstrating measurable value. The pilot also confirmed that Microsoft Azure effectively complements UiPath, driving greater cost efficiency and seamless system integration. The Client plans to continue migrating additional automations to Microsoft Azure and Power Automate to extend efficiency gains across their operations.



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