

Case Study: iPurvey and e-Doc Online

Automating Travel Disruption Claims via Open Banking

Overview

e-Doc Online delivers an AI-powered KYC and transaction risk model, specializing in seamless financial data connectivity for emerging markets. Their platform streamlines **travel claims by automating transaction classification** and **risk assessment**. iPurvey partnered with e-Doc Online to leverage this technology, aiming to address challenges in the travel industry related to disruptions and enhance open banking-originated claims processing.

The Challenge

Processing travel disruption claims traditionally involves extensive **manual data handling** and **prolonged processing** times. This results in delays and inefficiencies, impacting **customer satisfaction** and increasing **operational costs**.



Customer Satisfaction

Operational Costs

Solution: iPurvey and e-Doc Online developed an integrated solution to tackle these challenges:

AI-Powered Transaction Classification

e-Doc Online utilizes its **AI-driven transaction risk model** to classify transactions. Over 90% of relevant travel-related transactions are accurately identified and categorized.

Integration with Open Banking Data

Using open banking APIs, e-Doc Online ensures seamless data flow to iPurvey. This integration achieves a **95% accuracy rate** in matching transactions to travel categories.

Automated Claims Initiation

iPurvey's system automatically detects flagged transactions and initiates claims. This process has **reduced manual claim initiation by 80%**.

Efficient Claims Processing

The integration results in a **60% reduction in administrative overhead** and a **50% faster claims** settlement time, significantly improving operational efficiency.

Secure Data Handling & Claim Submission

Clients can submit their travel itinerary directly through iPurvey's platform. The automated system processes and verifies claims with a **75% reduction in processing time** compared to traditional methods.

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Benefits: For Travel Providers and Insurers:

-  **Reduced Costs**
Automation has cut administrative costs by 60%, freeing up resources for other critical tasks.
-  **Increased Efficiency**
Processing times for claims have been halved, allowing insurers to handle a larger volume of claims more effectively.
-  **Enhanced Experience**
This efficiency boost has led to a 40% increase in customer satisfaction, thanks to faster & more transparent handling of claims.
-  **Quicker Claims Resolution**
The time required to process claims has been reduced from an average of 60 days to just 18 days, greatly improving the overall customer experience & ensuring timely resolutions.

Milestones and Future Vision

Proven Success

Successful integration and pilot programs have validated the solution's effectiveness, with a **40% increase in customer satisfaction**.

Strategic Partnerships:

Ongoing collaborations with industry leaders such as **Amadeus**, highlight opportunities for expanded services and innovations.

Key Differentiator

Advanced AI Integration

Achieves over **90% accuracy** in transaction classification, setting a high standard for precision in claims processing.

Seamless Data Connectivity

Ensures a **95% accuracy rate** in transaction matching through open banking APIs.

Automated Claims Management

Reduces manual **claim initiation by 80%** and speeds up claims **processing time by 50%**.

Multi-Channel Support

Offers notifications & interactions through web, app, & SMS, providing a **comprehensive user experience**.



Conclusion

iPurvey and e-Doc Online are committed to transforming the travel claims landscape through **advanced AI & open banking data**. This partnership aims to deliver a more **efficient, automated, & customer-centric** approach to managing travel disruptions.