

Digitizing Document Ingestion Data: Aon's Transformation

Heidi Frey

Director of Claim Advocates
Aon

Jacqueline Uribe

Director, Customer Success
Appian





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Director of Claim Advocates

AON



Jacqueline Uribe

Director, Customer Success

appian

Achieving Operational Innovation with Appian



Aon is in the Business of Better Decisions

Leading global
professional
services firm

60K
colleagues
around the
world

120+
Countries and
sovereignties
where we
operate

Appian
customer
since **2018**

Enterprise
customer
since **2021**



AON



Aon Selected Appian for Process Automation in Several Mission Critical Areas

Reinsurance
Solutions

\$60B+

of bound premium
each year

Health
Solutions

\$45B

of bound premium
each year

Wealth
Solutions

\$5.0T

assets under
advisement

Commercial
Risk Solutions

\$125B+

of bound premium
each year

AON

Help our colleagues help our clients

Shift from manual, inbox driven work to clean, structured data that powers faster operations and better-informed client advocacy

- Reduce errors
- Deliver reliable data
- Automate repetitive work
- Respond faster

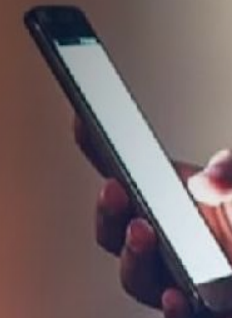


Aon Reinsurance Document Ingestion

Centralize and digitize
data intake process
turning unstructured
Treaty and Facultative
data into clean
structured data

Reduce manual
keying, shorten cycle
times and improve
accuracy across the
contract and claim
lifecycle

Ingest large
documents,
summarize and
extract the key data
points



Why Appian?

Automated
Data Capture

Fast, efficient
development

Partnership and
guidance during
the process

Deep, wide
Appian talent
pool to help
scale

One of the
biggest players
in the market

Big community
to draw on

Results in Reinsurance with Appian DocCenter

94%+

Policy Ingestion

Unstructured data, 50+ page filings

98%+

Loss Runs

Aon's standard Loss History table format achieved

90%+

Claims

Single claim files, taking unstructured data to structured data

3

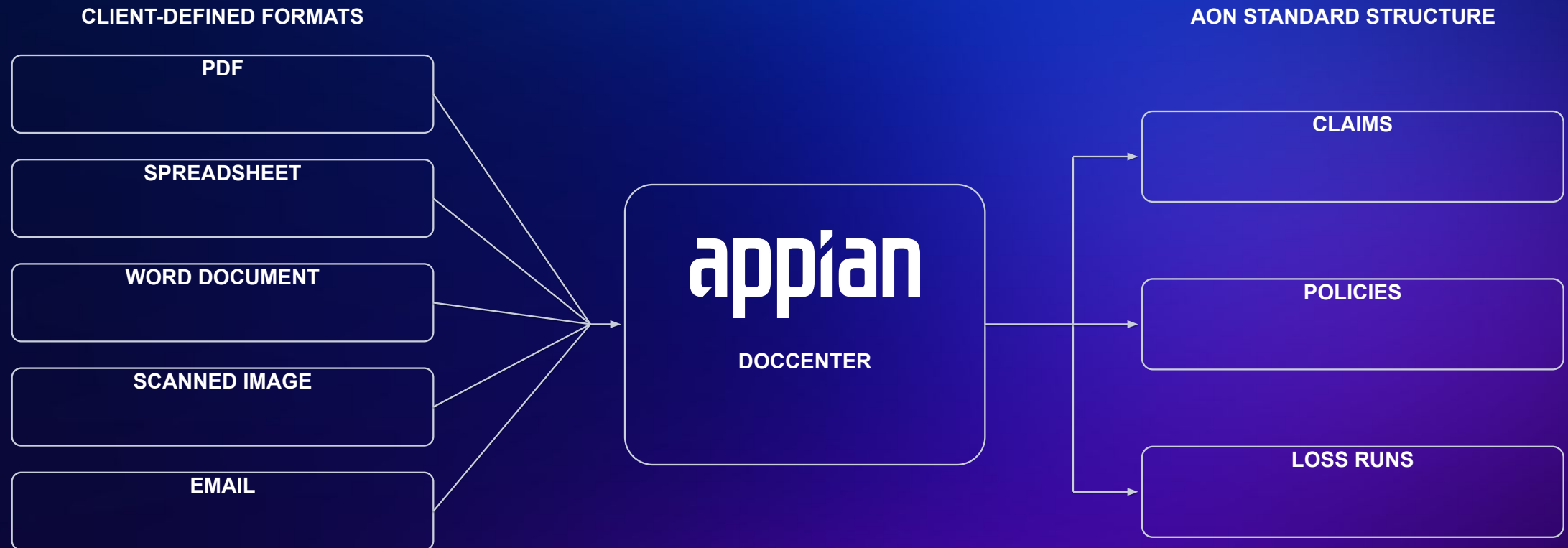
Workteams

With greater than 90% success rate

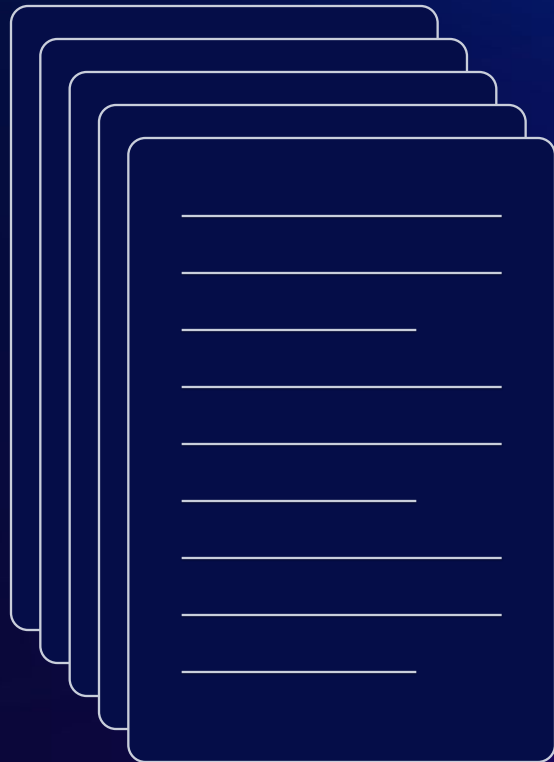


AON

Intake Complexity



Document Volume and Scale

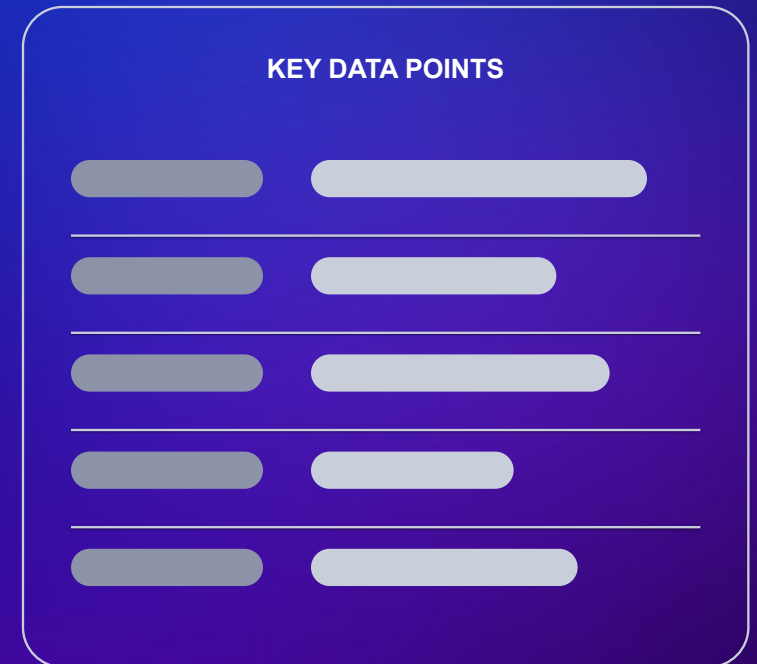


ONE POLICY FILING

50+

PAGES

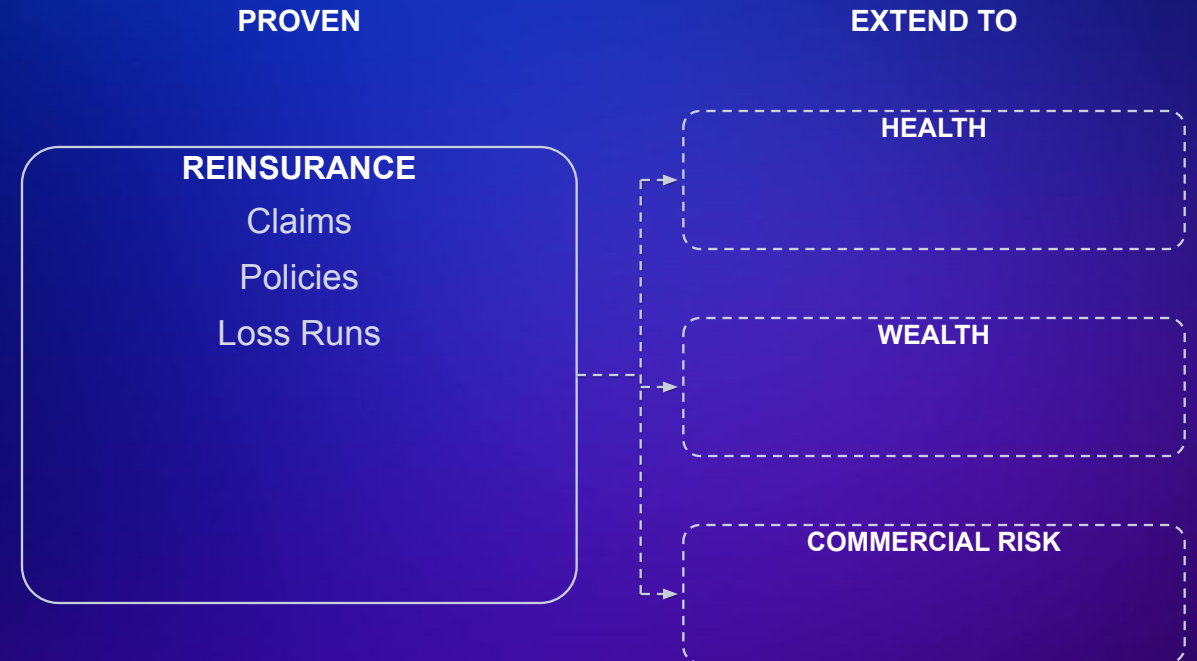
Ingest, summarize, extract



Speed and Extensibility

8 weeks

FIRST DOCUMENT INGESTION PROOF OF CONCEPT



What's Next for DocCenter

InView Integration

Future phase integration to auto-create claims cases directly with Aon's Appian-built InView application.

Increasing Accuracy

Leveraging latest DocCenter features to continue increasing claim coverage and accuracy.

Portfolio Creation

Create pre-populated policy templates using extracted policy information from DocCenter.

Aon's Vision and Beyond

Value and velocity Appian brought and the future of their partnership, including AI and other technologies

Appian is key to continue to deploy innovation across Aon

A continuous and exciting journey for both as we look at how AI and automation can provide valuable solutions

