From Manual to Automated:

Saving 10,000 Hours Annually While Processing 8,000 Policies

Introduction

New Mexico Mutual Insurance is an insurance firm dedicated to providing access to quality, cost-effective workers' insurance coverage and excellent customer service to their clients. However, there are aspects of their business that consume valuable time which could be dedicated elsewhere, especially the time of the organization's underwriters.

✓ Automation of the arduous and time-consuming processes

✓ Flexibility of multiple software integrations

✓ Ease and speed of deployment

✓ Streamlined operations and enhanced customer service

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Our top priority is providing exceptional service to our producers, insureds, and workers. PMsquare has given us the tools to automate processes, allowing us more time to focus on our customers.

Roberta De Bruijn
Director of Innovation and Analytics, New Mexico Mutual

pmsquare
simplifying complexity

Company Name:
PMsquare

Covered Industry:
Insurance

Service:
Robotic Process Automation

Implementation

For over a decade, PMsquare has served as a trusted partner to New Mexico Mutual, providing ongoing support in analytics and robotic process automation (RPA). In 2021, New Mexico Mutual embarked on a transformative journey, partnering with PMsquare and IBM to explore automation opportunities.

PMsquare has collaborated with New Mexico Mutual to **develop and deploy eight RPA bots**—and counting—accelerating the company's automation initiatives.

Previously, New Mexico Mutual relied on numerous manual processes that required extensive time and effort from the team. Through PMsquare's RPA implementations, the organization has successfully automated these workflows, enabling team members to focus more on customer interactions. PMsquare's approach is grounded in understanding the client's specific challenges and delivering cost-effective solutions through advanced technologies, seamlessly integrating with New Mexico Mutual's existing applications to enhance operational efficiency.

Results

8 Bots in Service

10,000 Hours Saved Annually

100% Manual policy renewal tasks automated

Ease and speed of deployment were also important factors. The low-code nature of the solution allowed standard tasks to be automated much faster than coding the automation from scratch. At New Mexico Mutual, the journey of automation is unstoppable, enhancing efficiency, reducing stress, and ultimately delivering exceptional customer service.