alight

Alight is a leading cloud-based human capital and technology-enabled services provider for many of the world's largest organizations and over 35 million people and dependents. Alight helps clients gain a benefits advantage while building a healthy and financially secure workforce by unifying the benefits ecosystem across health, wealth, wellbeing, absence management, and navigation.

Alight cuts claims processing from days to hours with AI agents

The Challenge

Alight processed 20 million claims a year—6 million manually—using outdated systems and 200+ staff. The complexity of receipts and lack of standardization caused delays, risk of human error, and over 500,000 customer inquiry calls annually. The process was slow, costly, and unsustainable at scale.

95%
Accuracy in check processing

50%
Call volume reduction

6x
Faster processing time

"

The Turning Point & Solution

Facing mounting pressure to speed up claims and reduce customer calls, Alight kicked off a major transformation. They began with Collaborative Design Discovery workshops to simplify 350 rule sets into one unified standard. Then, they deployed <u>agentic process automation with AWS</u>. Automation Anywhere's <u>Automation Co-Pilot</u> alongside <u>Amazon Textract</u> and <u>Amazon Comprehend</u> was leveraged to extract data from claims documents, validate submissions, flag exceptions, and route them for human review. Automation Co-Pilot ensures real-time approvals with embedded human-in-the-loop capabilities, making the process faster, smarter, and easier to scale.

Results & Strategic Impact

Alight's automation initiative delivered big wins across the board. Claims processing time dropped from three days to less than one. Accuracy reached 95%, slashing costly rework. Call volume dropped by 50%, thanks to faster payouts and fewer status inquiries—saving both time and frustration for customers. With Automation Co-Pilot and AWS AI, the team now handles high volumes with less manual effort, improving scalability and service quality. The streamlined process not only boosts operational efficiency but also strengthens Alight's ability to deliver faster, more responsive support to its 4,300 global clients.

What's Next?

Alight is aiming for real-time claims approvals by mid-2025. The goal: increase straight-through processing by up to 25% and fully automate feedback loops to keep improving claims decisions with every new data point.

Solution Highlights

Automated:
Claims processing, document and email extraction for claims inquiries

Products used:
Automation Co-Pilot, Automation Anywhere for AWS, Amazon Textract, Amazon Comprehend

Time to deploy:
8 weeks

Customer Snapshot

→ **Industry:** Human Capital & Benefits Services

→ **Region:** Global

→ **Employees:** 18,000

Impact at a Glance

80%
Accuracy in check processing

50%
Call volume

6x
Faster processing time

Start automating the impossible with AI agents

Request a demo   **Contact sales**

AUTOMATION ANYWHERE

About Automation Anywhere

Automation Anywhere is the leader in AI-powered process automation that empowers organizations to drive productivity gains, foster innovation, improve customer service, and accelerate business growth. Learn more at www.automationanywhere.com

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