

From Mailroom to Core System in Minutes

When documents sit in a manual queue for 24–48 hours, policyholders wait longer, adjusters fall behind, and quotes miss their window. The intake problem is a customer experience problem.



Document-intake channels arrive in dozens of unpredictable formats: Mailroom scans, faxes, shared inboxes, portal uploads. Template-based OCR can't handle the variability, so clerks manually open, rename, and re-key every file. Manual triage adds 24–48 hours to service SLAs and consumes up to 40% of operations labor.

Solution and key outcomes

UiPath creates an end-to-end digital mailroom pipeline. Robots monitor every intake channel, then hand off each file to Document Understanding and Communications Mining to classify, extract, and prioritize. Validated data routes straight to Guidewire, Duck Creek, or legacy cores, and exceptions surface to Action Center with full context.



Streamline document processing

Optimize + automate document handling workflows to reduce manual effort and processing time.



Enhance data accuracy and compliance

Improve the precision of data extraction and ensure adherence to regulatory requirements through automated validation and checks



Improve customer experience

Accelerate response times and increase the quality of service by efficiently managing document-related requests and inquiries.

Why it matters

Intake is holding everything downstream back

40% Reduction in intake labor through AI-led classification. No more manual re-keying

60% Up to 60% improvement in straight-through-processing rate

Proven results

Results from customers running UiPath in production

93%

STP accuracy at a top-10 US life carrier. 450+ doc types, 10–20 training samples each

Top-10 US life carrier

INGEST

Every format, every channel

Robots monitor shared inboxes, fax gateways, scanner drop-folders, and portals simultaneously. Intelligent OCR handles handwriting, low-resolution images, and multi-page documents at volume.



CLASSIFY AND EXTRACT

With AI precision

UiPath document processing classifies document type and extracts anchor fields across 450+ document types. IXP handles free-form documents with zero templates.

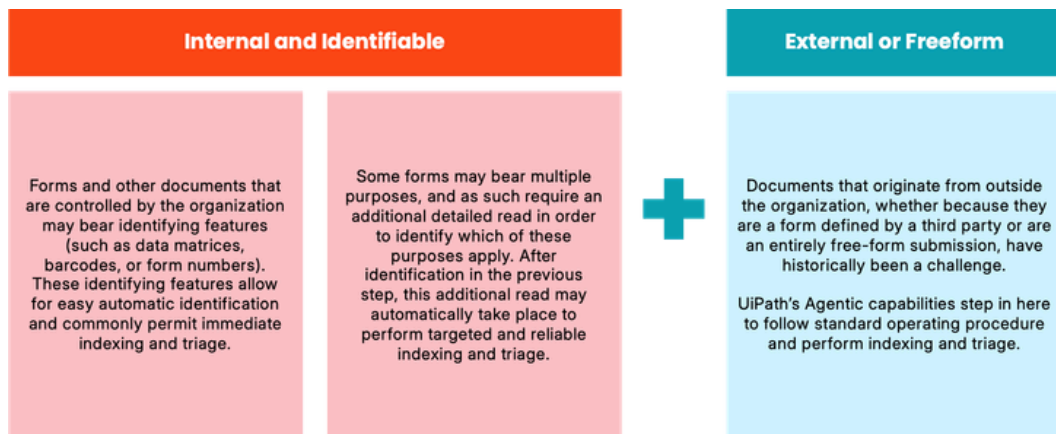


ROUTE AND ACT

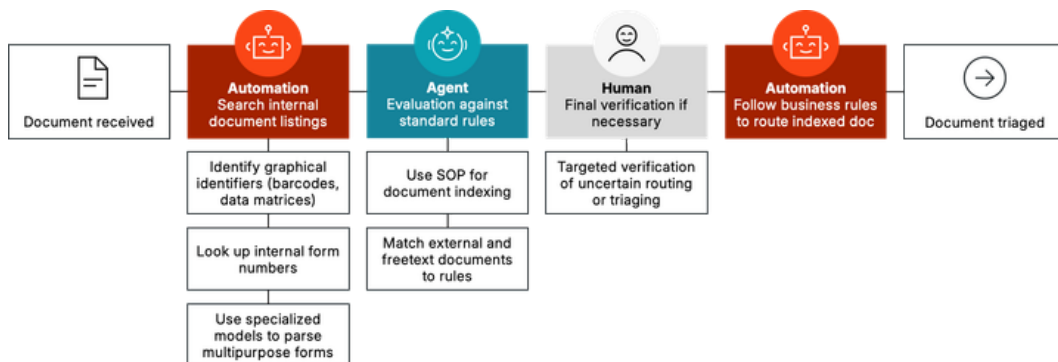
Straight through or escalate

Clean data routes to Guidewire, Duck Creek, or policy-admin systems with no human touch. Exceptions surface to Action Center with full document context for rapid, informed review.

Route the easy documents and the messy ones



Route every document with control and confidence



UiPath brings order to document chaos.
Helping teams process every format, reduce manual effort, and accelerate work from intake to resolution.