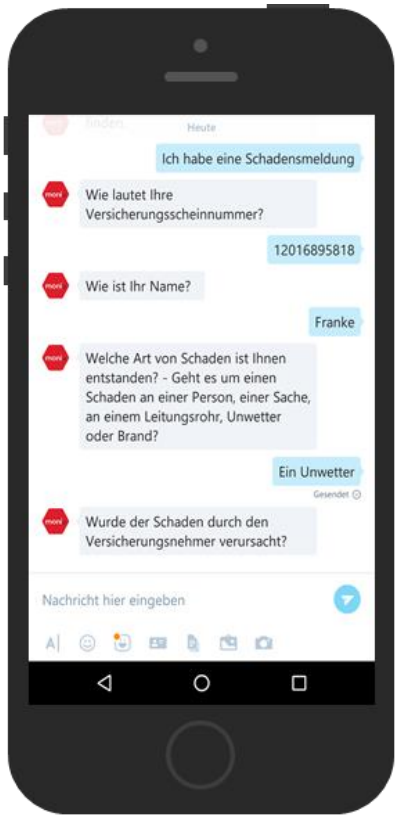
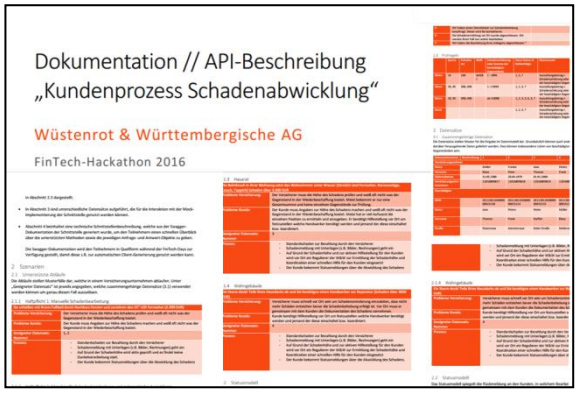
Case study

Automated insurance claim processing

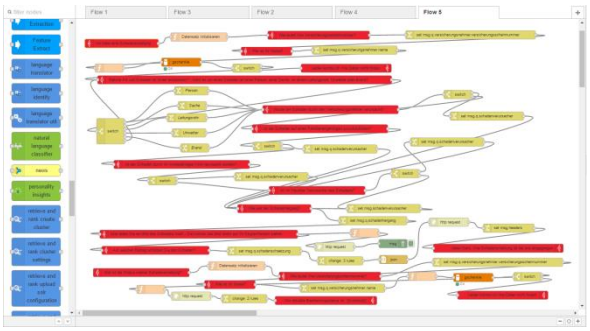


In November 2016 we joined the Fintech innovation hackathon in Stuttgart. After hearing out the different challenges we decided to work on a solution for automating insurance claim processes which had been brought to the 3 day hackathon by Wüstenrot & Württembergische AG. In order to handle insurance claims the company provided a rest api interface which had been detailed in a 16 page documentation.
After carefully analyzing requirements and discussing several possible approaches we decided to go for an automated chatbot system which automatically gathered necessary data from customers and submitted required details to the system.
In order to build the prototype and serve the chatbot system we installed a new Node-red instance which allowed us to map out all relevant processes visually and connect them to Moni.ai, a chatbot engine which had previously been developed by Vanillatech and spun off as a separate company.
Moni.ai already offered a connector to Skype and an iOS app which made it easy for us to successfully demonstrate the system afterwards.
As a result our team won the first price for the "most finnovative idea".

Winner of the hackathon



Process documentation



Node-Red interface with process diagram

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