

SUCCESS STORY

BANKING & FINANCIAL SERVICES

Accelerating Premium Recovery Through Analytics Automation

Industry: Banking & Financial Services | **Scale:** 4 Banks, 12 Territories

Executive Summary

A leading Caribbean bank operating across 12 territories, multiple currencies, and 4 bank channels was losing critical recovery time each month to a heavily manual finance reporting process — leaving insufficient time to act on collections before month-end. B-TRNSFRMD designed and delivered InsightIQ, a purpose-built analytics automation platform that collapsed a 90-minute reporting cycle per territory-currency combination into 15 minutes, while establishing a single source of truth for all historical premium data.

Key Highlights

>80%

Reduction in monthly
reporting time

14

Territory-currency
combinations
automated

4

Bank channels on a
unified reporting
platform

1 Day

Reporting cycle
compression from 10–
12 Days → Same Day

The Challenge: Manual Reporting at Regional Scale

As the bank's insurance operations expanded across territories and currencies, the Finance team's reporting burden grew proportionally — with no tooling to match.

Fragmented, Manual Reporting

Finance manually cleaned and formatted data files each month — removing duplicates, correcting formats, creating identifier columns — repeating the same work across 14 territory-currency combinations.

Compressed Recovery Window

Bank channel files arrived on the 10th–12th working day of the month. By the time reconciliation was complete, banks had minimal time left to contact non-paying customers — directly impacting premium recovery.

No Historical Visibility

Reports were produced in isolated Excel templates with no centralized data store — making it impossible to view trends, compare territories, or drill into cumulative performance.

Multi-Currency Complexity

Two territories operated in dual currencies (Anguilla: XCD & USD; Cayman: KYD & USD), adding reconciliation complexity that Excel-based processes handled inconsistently.

The Solution: InsightIQ — A Purpose-Built Analytics Automation Platform

B-TRNSFRMD designed and built InsightIQ — a custom analytics platform fully owned by the client — combining structured data ingestion, automated report generation, and Power BI analytics in a single application.



Automated Data Ingestion

Monthly files are ingested by territory, currency, and product type — with all data adjustments handled automatically by the system.



Automated Report Generation

Reconciliation, unpaid premium, and reinstatement reports are generated automatically across all 14 territory-currency combinations.



Embedded Power BI Analytics

Interactive reports deliver reconciliation, age, reinstatement, and unpaid analyses across all four bank channels with full currency coverage.



Centralized Historical Data Store

A structured backend database retains all historical data — enabling on-demand access to prior reports and cumulative views across territories and time periods.



IFRS17 Compliance Output

Direct Excel download of the IFRS17 Macro Input file eliminates a previously manual compliance preparation step.



Governance & Access Control

Role-based access and full audit logging ensure data integrity — restricting data input to authorized users while enabling report access organization-wide.

Business Outcomes

With InsightIQ in production, the organization is realizing measurable outcomes across finance operations, collections, and reporting infrastructure.

>80% Time Savings

Monthly reporting effort reduced from 90 minutes to 15 minutes per territory-currency combination — freeing Finance for higher-value analysis.

Earlier Collections Outreach

Faster reporting cycles give banks significantly more time to contact non-paying customers and recover premiums before month-end.

Single Source of Truth

All historical premium, remittance, and reinstatement data now lives in one platform — accessible on demand across territories and time periods.

Reduced Errors

Automated data handling eliminates the inconsistencies introduced by repetitive manual formatting across 14 combinations each month.

Built to Scale

InsightIQ's architecture supports future bank additions and format changes — with the platform already being extended for additional internal reporting use cases.

About B-TRNSFRMD

B-TRNSFRMD reimagines how organizations deliver Customer and Service Experiences through AI-native technology transformation. As expert partners with ServiceNow, Creatio, Freshworks, and Zendesk, we deliver integrated solutions across Omnichannel CX, CRM, ITSM, and Process Automation. Our proprietary PATH TO OUTCOME™ methodology moves organizations from fragmented technology investments to measurable customer outcomes — from interactions to outcomes, every engagement, every client.