

The Hanover Insurance Group

The Hanover Insurance Group, Inc., a leading property and casualty insurance provider, uses software from both IBM and Automation Anywhere.

The Automation Anywhere RPA platform helps with back-office functions, such as underwriting, billing, and claims.

IBM Business Process Manager helps manage larger system-wide processes, such as new business quoting, underwriting, and policy administration.

“IBM and Automation Anywhere’s technologies already are helping The Hanover better manage processes and more quickly complete specific tasks,” said Ian Maher, vice president of strategic sourcing at The Hanover.

“The integration of these technologies is another step toward streamlining more tasks across our organization. We also think combining these technologies could be a starting point for adding more advanced cognitive capabilities into our business processes.”

Ian Maher
VP, Strategic Sourcing
The Hanover

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