# Automations to Enhance User Experience and Improve Internal Inefficiencies

**Industrial Commission of Arizona partners with MST Solutions to significantly improve outdated internal data system processes and enhance customer satisfaction**

## Challenge
Prior to an launching the new ICA Community portal, the organization was manually processing thousands of paper documents each day and struggling to meet business demands.

## Solution
The solution uses a combination of MuleSoft and Salesforce to automate claims intake, workflows, tasks, and outbound notifications to interested parties.

## Results
With a modern system for managing claims and administrative law judge cases, ICA has significantly reduced labor and administrative costs, while improving the customer experience of its stakeholder.

**Program Timeline:
22 months**

**KEY OUTCOMES**

- **Reduced manual steps**
- **Drastically reduced paper usage**
- **Automated workflow**
- **Created elegant, easy-to-use portal**