

PV (Pensionsversicherung) is Austria's largest pension insurance provider. Many workers and employees of Austria-based companies are automatically insured there, amounting to a total of 5.6 million insured individuals – who all need access to services in a timely manner. Thanks to PV Portal, an application used by all the employees of the Austrian Pension Insurance Organisations, this has become significantly easier – and much more time-efficient.

### How it works

The PV Portal provides a process-driven application for employees of pension insurance institutions to handle applications for pensions, rehabilitation, health care, and contribution payments with fully automated support. Thanks to standardization as well as the use of AI in document and knowledge management, processing times have been significantly reduced. This innovative solution has since been deployed to various degrees across all social insurance institutions in Austria – with both caseworkers and insured individuals considerably benefitting from the PV Portal.

On the one hand, process control supports employees in handling requests, leading to much faster execution of specialized processes. Additionally, every step in processing standard cases is fully automated, allowing insured individuals to receive their requested benefits without human interaction, thereby reducing processing times.

### The Big Picture

The PV Portal boosts efficiency of insurance workers in more ways than one. Complete digitization of case files and correspondence, end-to-end process control and document management with AI provides easy access to all the required information – eliminating time-consuming, manual searches across several databases and boosting efficiency. By expanding the solution to achieve a higher level of automation and increasing the use of AI, the PV (Pensionsversicherungsanstalt) will be able to offset the demographic shortage of employees in the future.

### Quick Facts

- Solution area: **Organisations, Regulations and compliance**
- Administrative level: **Federation**
- Solution process: **Digitization and technology, Health and care, Public service**
- Technology: **Artificial Intelligence, Information technology**