PV Portal

AI meets insurance

The Pensions Insurance Institution (PV) is Austria's largest pension insurance provider, serving around 5.7 million insured persons and pensioners in the dependent employment sector – all of whom require timely access to services. Thanks to the PV Portal, an application used by all employees of Austria's pension insurance institutions, this has become significantly easier and more time-efficient.

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**

How it works

The PV Portal provides a process-controlled application for employees of the pension insurance institutions, enabling fully automated processing of applications for pensions, rehabilitation, health care services and contribution payments. Through standardization and the use of AI in document and knowledge management, processing times have been significantly reduced. This innovative solution is now used – at varying levels of integration – across all social insurance institutions in Austria. Both caseworkers and insured persons benefit substantially from the PV Portal. On the one hand, process control supports employees in handling inquiries, resulting in much faster execution of specialized processes. On the other hand, every step in the processing of standard cases is fully automated, allowing insured persons to receive their requested services without human interaction, thereby shortening processing times.

The Big Picture

The PV Portal enhances the efficiency of pension insurance staff in several ways. The complete digitalization of case files and correspondence, end-to-end process control, and AI-supported document management ensure easy access to all required information – eliminating time-consuming manual searches across multiple databases and increasing overall efficiency. With higher levels of automation resulting from the solution's ongoing expansion and the intensified use of artificial intelligence, the Pensions Insurance Institution (PV) will in the future be able to compensate for demographic shortages in staffing.