infogain

Engineering Business Outcomes

Infogain Automates the Insurance Claims Estimate Process with an Intuitive Machine Learning (ML) based Recommendation Engine

Infogain's solution is data-driven, with over 92% accuracy in the estimation process by using innovative Machine Learning analysis

Client Background

Our client develops software for the Property & Casualty industry. They enable millions of claims transactions each month for hundreds of insurance companies, collision repair companies and property and casualty (P&C) partners.

Business & Technical Challenges

Our client processes millions of insurance claims per year, using a time-consuming manual process with the risk of human error. During the estimate process, the insurance adjuster will review the damaged vehicle and then proceed to manually enter its make and model, operation code, parts code, and more. Challenges with the manual process include:

- Manual data entry process with high risk for human error
- Potential for inaccurate data by manually entering detailed vehicle information
- Slow and cumbersome task

Infogain Solution

Infogain developed an Intelligent Recommendation Engine that automates estimates, which is the largest step of the insurance claims process. The solution makes intuitive vehicle part recommendations based on the vehicle's make and model, year, operation code, part codes and labor hours and other features. Deployed in the cloud, the AI-driven Recommendation Engine solution includes:

- Integrated solution with three existing client products
- Machine Learning (ML) based Application Programming Interfaces (APIs) to recognize objects in uploaded image
- ML based APIs to identify and categorize selected product
- ML based Recommendation Engine to suggest automotive parts
- Rich Angular based User Interface (UI) for an efficient user experience
- Integration points to fetch data from client's automotive parts database that includes part profiles, images repository, products database, and more
- Amazon Web Services (AWS) IaaS, Python, Tensorflow, Angular 6, NGRX technologies

Business impact delivered

Cost · Revenue · Speed-to-Value · Risk · Innovation

Infogain edge

Infogain combines digital transformation with accelerators and automation to enhance the Next-Gen consumer experience.

Key Benefits

The client will receive these key benefits from the solution developed by Infogain:

- Cost and time savings with an intuitive, ML-based recommendation engine that saves time in manually creating the estimate
- Lower risk with reduction in human error with more than 92% data entry accuracy
- Innovation in an industry where most insurance companies still rely on manual estimates, giving our client competitive advantage

Why Infogain

Infogain brings the following strengths to each insurance engagement:

- 14+ years insurance experience
- Digital Transformation accelerators for insurance
- Certified Guidewire/CPCU/LOMA certified insurance professionals
- Transformational IT roadmaps to drive sustained, profitable growth

About Infogain

Infogain is a Silicon Valley headquartered company with software platform engineering and deep domain expertise in travel, retail, insurance, and high technology. We accelerate the delivery of digital customer engagement systems using digital technologies such as cloud, microservices, robotic process automation and artificial intelligence to our clients.

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