

Insurance Case Study

US Commercial Auto Insurer

- Customer**
US Commercial Auto Insurer
- Scale**
50 states, multi-line auto insurance product. Growing by 2k + vehicles per month.
- Customer Since**
2019



Challenges

- Couldn't access customers' telematics data without installing own hardware.
- Claims and underwriting function not able to make use of clients' data to enhance their services.
- Risk management services still based on rotation, claims experience and spend. Desire to be more targeted.

Deliverables

- Aggregated and standardised data from existing customers' telematics systems.
- Gave underwriting and data science a single API to access all clients' data.
- Delivered a risk analytics portal to the risk management team and fleet customers.
- Delivered incident notifications to the claims function and gave clients an easy reporting tool.
- Created a completely digital data sharing consent process.

Data Points Aggregated

- 10 telematics systems
- At least one new telematics system added per month
- Claims data
- VIN lookup data
- Road speed limits
- Traffic and average road speed

Results

Product launched across all **50** states.

Embedded into light commercial product lines, up to bus, coach and heavy-duty trucking.

Over two points improvement in COR.