Insurance

Decision Intelligence to turbo-charge
data and analytics across the value chain

quantexa

Embrace shifts from the traditional to the transformational

The insurance industry is evolving dramatically to meet diverse challenges impacting every part of the insurance value chain.

Rising inflation is driving up the costs of claims. Tighter consumer trust regulations are adding pressure on the risk and underwriting controls insurers use for decision-making. Customer preferences and expectations have changed, which means that insurers need to deliver greater personalization, efficiency, and automation to products and services to increase customer value.

Meanwhile, the risk landscape for the industry evolves at an accelerated pace and fraud threats continue to grow increasingly more complex. Organizations are facing new challenges that they may not be prepared for. On top of it all, the digital revolution is changing everything.

A silver lining: In times of challenge comes great opportunity. Today, the most successful insurers are those moving fastest to innovate their use of data and embrace a new-age of digital transformation: Decision Intelligence. This approach delivers new ways to more effectively connect data, more efficiently manage risk, and drive smarter and faster decisions to improve top and bottom-line results, as well as creating benefits for customers.

The time is now to re-think decision-making across the value chain.

Unlock the value of data with Decision Intelligence

Quantexa is the global leader in Decision Intelligence (DI) software — creating greater accuracy, context and reusability from data to generate more confident, efficient and automated decisions. Insurers, Banks and Governments worldwide rely on Quantexa to help make the right decisions at strategically, operationally, and tactically across the customer lifecycle.

Many insurance firms are actively pursuing digital transformation initiatives and re-engineering their operations along every link in the value chain, from underwriting, sales, and distribution, to claims management and product design. Now is the time to transform to stay ahead of the curve - and it all starts with data and how insurers can leverage it to generate more context to make trusted and actionable decisions faster.

With an increase in the use of embedded insurance, omnichannel distribution, and product diversification, the ability for insurers to develop and maintain a holistic view of policyholders, risks and other parties is critical. It is also increasingly more important for reinsurers to accurately understand connected portfolio risk transfers and concentrations.
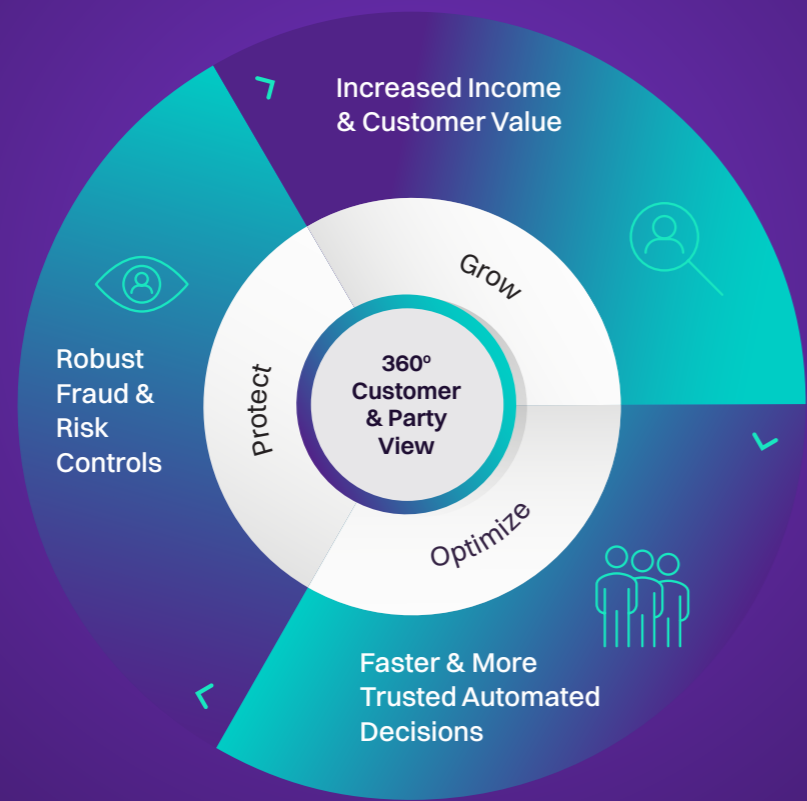
Decision Intelligence is the latest step in the evolution of business intelligence. Instead of merely combining all available data, without context, and presenting it to a decision-maker, DI uses artificial intelligence to provide a single, holistic analytical view – to either fully automate decisions, or to help data professionals and operational handlers make faster, more accurate decisions through augmentation.

That's why Quantexa DI is being embraced by the most innovative insurers to enable better decisions, improve customer experiences, and drive profitability.

The formula for success

To become an innovative insurance leader of the future it is essential to grow your business by improving sales and distribution, identifying opportunities to diversify and bundle services, and boost retention and renewal.

As well as this, careful consideration into how your insurance firm operates from underwriting and risk assessments to operational processing and automation to data management analytics is key to building digital business models that can be optimized across the value chain. This is also a necessity to protect your organization from risk, losses due to leakage, fraud and financial crime.

360º Customer & Party View

- Grow — Increased Income & Customer Value
- Optimize — Faster & More Trusted Automated Decisions
- Protect — Robust Fraud & Risk Controls

Reimagine the insurance value chain to **grow, optimize and protect**

With Decision Intelligence, insurers can connect and operationalize internal and external data to create an enriched and accurate 360-degree view of every applicant, customer, claimant, third-party, and supplier to make trusted decisions faster across the value chain.

Success within an insurance organization rests on the ability to derive trusted insights and accurate predictions from data. Quickly stitching together internal and external data, understanding the context and resolving inconsistencies to maximize re-use is foundational to this. Quantexa enables insurers to reimagine the value chain, by taking a holistic approach to how they leverage and analyze data, identifying at any stage where there are gaps and how to implement the right solutions to equip.

Quantexa's enterprise-wide DI platform lets you unify data from across multiple sources to:

- Grow: Increase customer value and premium income growth by maximizing revenue opportunity and automatically highlighting churn risk

- Optimize: Improve decision model accuracy to automate inefficient manual processes for onboarding and customer due diligence, helping to improve the speed of handling sensitive customer processes

- Protect: Enhance risk and fraud controls across the value chain through a holistic view of risk for every party and proactive early-warning alerts

With a fully comprehensive suite of solutions, Quantexa helps leaders grow, optimize, and protect with certainty and clarity—with the right data, and the right decisions.

Grow: Increased income and customer value

- Remove inefficiencies at the point of quote/sale to improve customer targeting and quotability
- Maximize revenue opportunities through more targeted next-best offers and actions
- Increase customer value through automated identification of low-friction lead-generation and product-bundling opportunities
- Identify changes in customer profiles proactively to optimize service and highlight churn risk

Optimize: Faster and more trusted automated decisions

- Automate inefficient manual processes for onboarding and customer due diligence, reducing processing costs and improving the customer experience
- Reduce manual involvement of customer service and agent teams through an automated, holistic view across all systems
- Accelerate handling of sensitive customer processes such as complaints and complex claims
- Test new products and deploy them to market faster
- Reduce the cost of customer data unification across brand, channel, or system (including M&A)

Protect: Implement robust risk and fraud controls

- See a true view of every party you do business with, from policyholders and applicants, to claimants and suppliers
- Gain dynamic risk views across the life cycle for all channels and product lines
- Identify previously hidden risks with contextual analytics to uncover the highest risk behaviors
- Reduce customer friction with high-trust DI models
- Receive early warnings and take a risk-based approach to detection and alert prioritization

QUANTEXA INSURANCE SOLUTIONS

Customer Intelligence

Bring the power of context to enhance CX and accelerate revenue growth
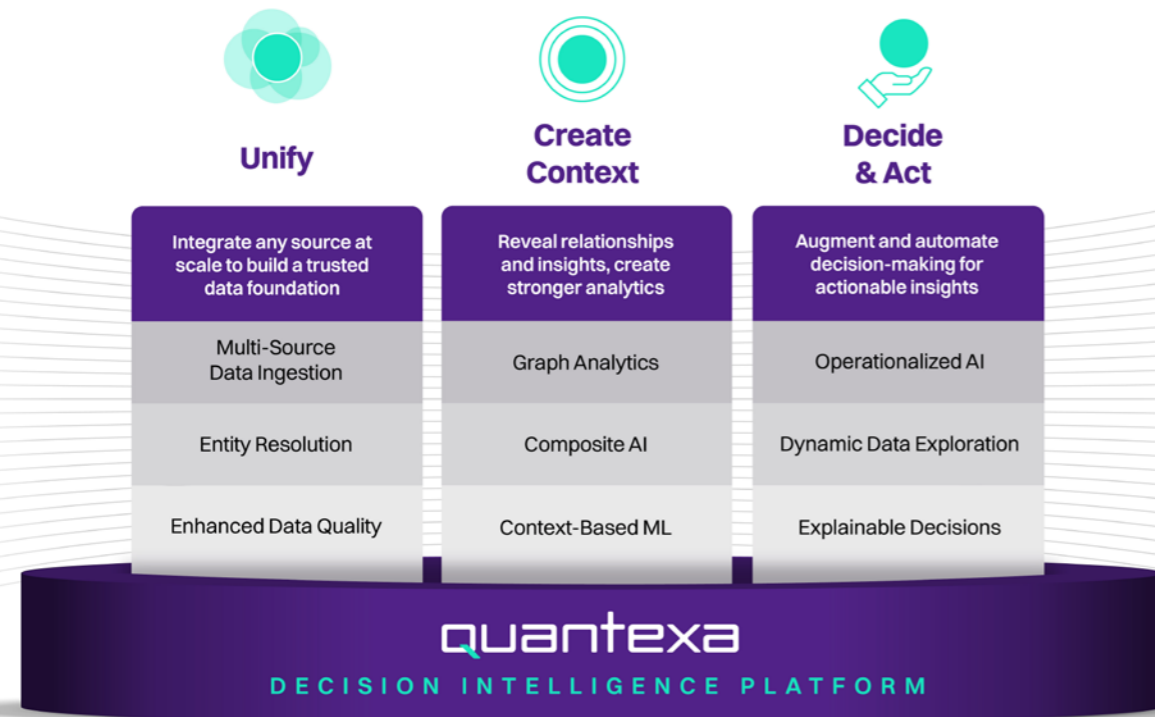
Data Management

Build a trusted data foundation to maximise value from your data

Fraud & Security

Detect and investigate hidden fraud risk faster

The platform to transform your decision-making

Unify
Integrate any source at scale to build a trusted data foundation

- Multi-Source Data Ingestion
- Entity Resolution
- Enhanced Data Quality

Create Context
Reveal relationships and insights, create stronger analytics

- Graph Analytics
- Composite AI
- Context-Based ML

Decide & Act
Augment and automate decision-making for actionable insights

- Operationalized AI
- Dynamic Data Exploration
- Explainable Decisions

Quantexa
DECISION INTELLIGENCE PLATFORM

An open and modular enterprise platform for outcome-driven solutions

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Imagine what your insurance business could achieve if your teams had a complete, 360-degree view of every person, business, location, physical or digital asset to truly understand who you do business with.

Quantexa's Decision Intelligence Platform gives you the ability to make better, more informed decisions by unifying disparate and ambiguous data and making it understandable and actionable. We use best-in class dynamic Entity Resolution to create accurate single views that build your trusted data foundation.

Next, we help you create vital context by revealing hidden relationships in your data, generating insights that build stronger, more meaningful analytical models that identify risk and opportunity.

The result?
Teams are empowered to search and explore data in rich detail, making faster, more accurate decisions. While manual, operational decisions can be automated with confidence.

"Quantexa's platform is unique in the way it transforms data into real-time information for decisions, which impact top and bottom-line results. We are partnering with Quantexa as we want happier customers, and to ensure the claims we are paying out are accurate in the process."

Chief Financial Officer,
Global P&C Insurer

"Quantexa's Decision Intelligence Platform helps us surface fraud and reduce claims leakage. Importantly, by bringing previously undisclosed conflicts to light, Quantexa allows us to connect the dots on organized crime networks like no other tool we have."

Group Security Officer,
Global Life & Health Insurer

PROVEN OUTCOMES FOR MAJOR GLOBAL INSURERS

$200m
Of increased income

30x
Faster customer profiling

70%
Improvement in fraud impact

1%+
Reduction in loss ratios

$100m
Of claims leakage avoided

What makes
Quantexa different

⊕ Accurate

- **99%** matching accuracy for single views
- **20%** proven de-duplication of records
- Over **75%** reduction in false positive alerts

⌚ Fast

- Accelerate deployment and time to value with low-code, schema-free data ingestion
- Scale up to 60 billion records
- Reduce analysis time from weeks to hours

Open

- Easy to integrate into your existing tech stack
- Flexible, modular platform easily configured for your operations
- Extensible with multiple views and use cases

🔒 Secure

- Advanced permissioning and role-based data access
- White-box machine learning models
- Transparent scoring and alerts

Quantexa has earned the trust of leading insurance companies, banks, fintechs, and Governments by powering personalized customer experiences, trusted automation and defending against fraud and financial crime. Quantexa's Decision Intelligence Platform is a single solution to enable organizations to create customer value, optimize operations and protect losses.

Get started with
Decision Intelligence

Demonstrate immediate value by using the Quantexa Decision Intelligence Platform with every available dataset. Here's your guide to seeing rapid and ongoing value from your Quantexa investment:

Unlock Value, Repeatedly

Start your journey anywhere across the value chain. Build out your data foundation by picking another line of business and use case, continuously adding value and leveraging your existing investments and infrastructure.

Continue Optimizing

With a unified data foundation and additional use cases, you'll create a culture of continual optimization where confident decision-making becomes the norm.
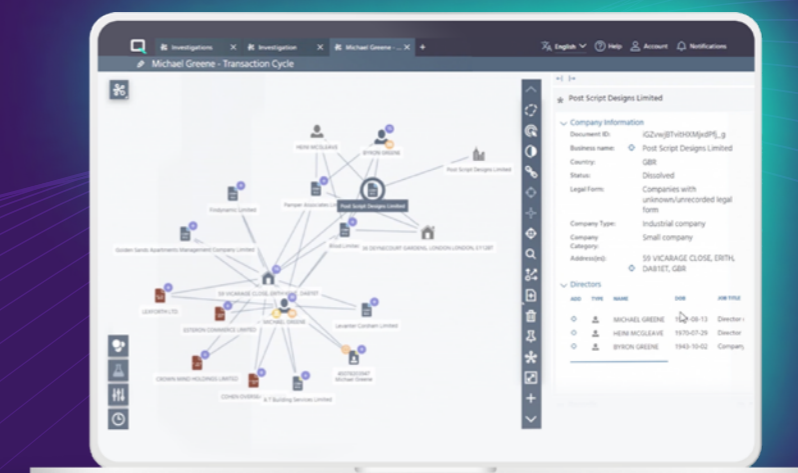
Drive Decision Maturity

Continually increase your capabilities by deploying new technology advancements, along with learning and certification opportunities for your workforce.

Become Resilient and Agile

Your data foundation is immediately ready for any use case, giving your organization flexibility, resiliency, and agility to be ahead of the curve and address any threat or opportunity.

Transform for the Future.

Decision Intelligence starts with us.

Quantexa