

# CORIOS TEMPO FOR WARRANTY CLAIMS OPTIMIZATION

## Analytics-optimized scoring and decisioning for warranty claims

Warranty claims review processes are critical to ensure your customers and channel partners receive **rapid and accurate resolution of warranty issues**. Claims review is a people-intensive process, and leading organizations make the best use of their staff's time by focusing on the claims that require intensive consideration of out-of-the-ordinary resolution.

Too often, claims that are standard, commonly-encountered, or easily-categorized are still manually reviewed and resolved, taking up vital time of claims staff, instead of **utilizing their time as effectively as possible**.

The successful deployment of data-driven analytics and decisioning systems to resolve regularly-encountered warranty claims still has far to go.

Corios' experience has revealed that claims analysts spend valuable time reviewing claims in the queue, comparing claims conditions with standards, policies and benchmarks, and invest lots of time in pools of claims that don't really require human intervention. This **increases processing times, ties up payments, reduces consistent implementation of policies, and detracts from a productive work environment**.

### Warranty executives' real world challenges

#### Automate rote tasks

Analysts manually reviewing stacks of similar claims leads to wasted time

#### Anomaly detection

Analysts invest significant time chasing needles in the haystack

#### Risk ranking

Some claims are more important, urgent or high-visibility than others

#### Recovery optimization

Rationalize time invested in warranty claims by time to recovery

## THE CHALLENGE: DEPLOY ANALYTICS TO AUTOMATE CLAIMS RESOLUTION

Leading organizations develop **superior claims processing efficiency and contribution to margin** through the ideal blend of people-driven and systems-driven decisioning and resolution. The ideal decisioning system uses analytics to rank and score claims, optimization to balance goals with resource constraints, real time deployment to push recommended claims treatment to the field, and monitoring and measurement of this process to maintain peak efficiency.

This process also leads to **happier, more productive claims review and service teams**, including warranty analysts, insurance adjusters, and fraud examiners. This benefit is important when resolution of non-standard claims relies on the organic knowledge of an experienced claims agent.

A Corios auto manufacturing client who manages their warranty business faced long claims processing windows, a large backlog, had made little progress in reducing their claims payout, and found their claims analysts were engaged in processing very standard claims more than half the time. Long claims processing times made their dealer network suffer delays in cash flow, and their claims analysts were poorly engaged because their work was rote and felt non-productive.

Once Corios implemented a decisioning platform to automate their warranty review and resolution process:

- The manufacturer could start systematically **resolving more claims per week**, including recovering nearly **\$1 million more every month** (compared to business as usual) in adjusted or rejected claims.
- Claims analysts' reviews were more consistent and rapid, and they reduced **their workload of simple claims by over 50%**, thereby engaging them in more productive and meaningful work.
- More importantly, the organic knowledge maintained by the claims team was now more productively directed at proactively coaching their dealer network on how to submit both standard and non-standard claims. The **claims processing time shrunk from 30 days to 14, and their backlog from 10 days to 5**.

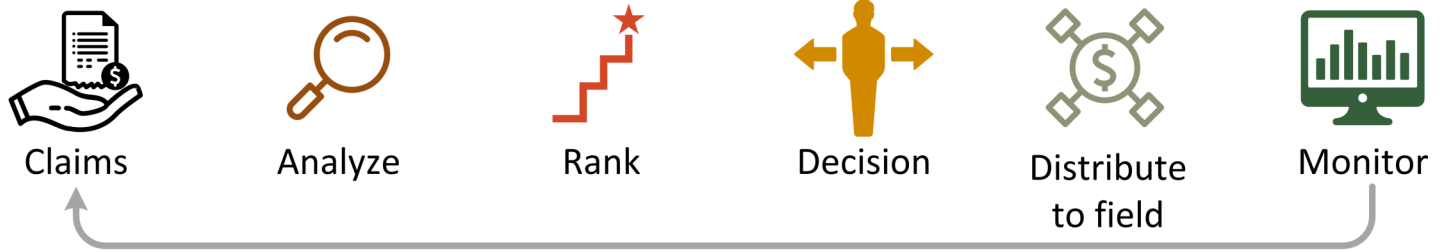
# CORIOS TEMPO FOR WARRANTY CLAIMS OPTIMIZATION

## Analytics-optimized scoring and decisioning for warranty claims

The Corios Tempo methodology helps claims professionals in warranty claims management to **drive accelerated cycle time, decision automation, and measurable financial growth**.

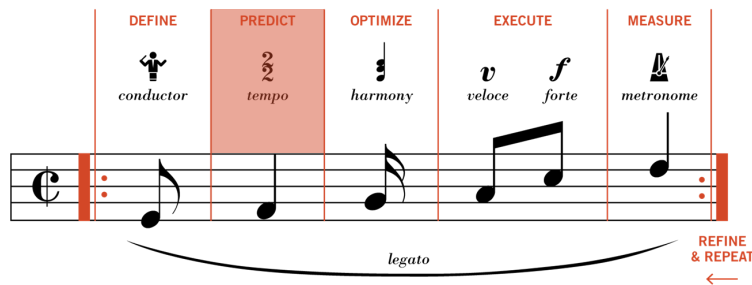
We do this by developing a coherent **claims analytic data platform**, reduce the time required to build and deploy analytically-guided **claims decisions**, and convert these analytics decisions rules into sustainable business assets.

### A: Design, build and implement in the field



### B: Closed-loop monitoring and enhancement

## CORIOS SOLUTIONS



## WARRANTY OPTIMIZATION CASE STUDIES

Claims processing and backlog reduced 50%,  
claims payout rate is \$1 million lower per month

Reduced claims model deployment by 80% and  
reduced claims scoring time by 90%

Improved claims routing and scheduling for the most  
vital claims, saving \$6 million annually

Improved fraud review throughput by triage-routing 30%  
of new alerts via automated disposition and filing

## DELIVERABLES

When you engage with us in a Corios Tempo engagement for Claims Processing Optimization, you'll receive the following deliverables.

- **Claims analytics data repository** that contains a single view of the policy holders, customers and claims, suitable for analytic rule construction, deployment and validation for all rules
- **Claims decisioning rules framework**, tools and build-out of up to 50 decisioning rules
- Claims decisioning rules **deployment strategy and execution** for 3 channels or delivery endpoints: claims analyst workbench, dealer workstation, and/or CRM service desk
- Decisioning **rules catalog** and performance measurement **reports/dashboard**
- Decisioning rules validation methodology and executed rules **validation reports**

**Get started on your own warranty claims optimization engagement with Corios, by contacting a Corios Client Strategist at 503-295-1685.**