



Let's Solve

# Case Study

US-based Fortune 500  
Insurer reduces Claims  
Leakage through LTI's  
Business Transformation  
Program



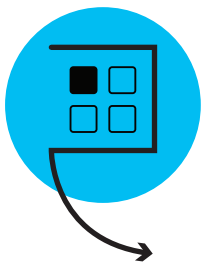
A Larsen & Toubro  
Group Company

# Client

The client is a Fortune 500 US-based property/casualty insurance carrier, providing both personal and commercial insurance products. The client offers a wide variety of property & casualty insurance, as well as surety products and services to businesses, organizations and individuals, in the US, and other selected international markets.

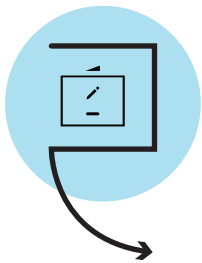
## Challenges

The client had a number of legacy claims applications, which were more than 30-40 years old, as a result of several business mergers. These created challenges like:



Widespread application duplication, as separate applications for common functionality existed for different lines of business.

Replication of changes across applications, with any change in regulatory compliances or reporting.



Applications could not be modified to address new business requirements.

Low flexibility, since most of the existing monolithic applications were not accessible beyond the client environment.



## LTI Solution

- LTI began with a careful assessment of claims operations, and identified lines of business and process touch points for fraud detection.
- Implemented a holistic fraud control mechanism, using our proprietary FRAUDintel Framework, which leverages a combination of techniques, such as Predictive Modeling, Text Analytics and Network Analysis.
- Built Fraud Models to identify fraudulent claims, using various statistical algorithms and predictive modeling techniques, which resulted in enhanced operational efficiency.

- Geo Analytics helped in proactively positioning response teams for improving operational efficiency, proactive risk identification, predicting claim reserves, and preventing / predicting fraud.
- Implemented a rule-based “Medical Case Management”(MCM) workflow, which could facilitate treatment plan selection, to optimize the medical care provided based on an illness or disability.
- Modernization & Simplification of Legal Matter Application for improving workflow efficiency.

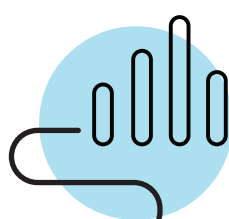
## Business Benefits Delivered



Reduction in  
Medical bill claim  
cycle time by 20%



Increased  
Customer  
Experience &  
Customer  
Retention



1% Reduction in  
claim leakage  
through  
Advanced Fraud  
Analytics



Enhanced Legal  
Management  
Application  
helped save  
around USD 60  
million in legal  
expenses,  
annually

LTI (NSE: LTI, BSE: 540005) is a global technology consulting and digital solutions Company helping more than 350 clients succeed in a converging world. With operations in 30 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform enabling their mobile, social, analytics, IoT and cloud journeys. Founded in 1997 as a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unrivaled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 28,000 LTItes enable our clients to improve the effectiveness of their business and technology operations, and deliver value to their customers, employees and shareholders. Find more at [www.Lntinfotech.com](http://www.Lntinfotech.com) or follow us at [@LTI\\_Global](https://twitter.com/LTI_Global)