

WE BUILT AN **INCREDIBLE**  
**DIGITAL EXPERIENCE** FOR  
POLICYHOLDERS, ENSURING  
HIGH PERFORMANCE WHILE  
**SLASHING COSTS.**

## Client

**A major Brazilian insurance company**, who leveraged AI to keep de business running during the COVID-19 pandemic, while improving satisfaction and reduce cost.

 AUTO

 PENSION

 HEALTH

 HOME

 CARDS

 SAVING BONDS

 DENTAL

 MARKET



**35**

**AUTO CENTERS IN BRAZIL**



**1.1**

**MILLION INSURED HOMES**



**1.6**

**MILLION COVERED VEHICLES**



**1MM**

**CUSTOMERS WITH ACTIVE BRAZILIAN SAVINGS BONDS**

# Business Challenge



**SOCIAL DISTANCING DURING  
THE COVID-19 PANDEMIC  
STOPPED INSPECTIONS**



**IMMEDIATE BUSINESS LOSS  
DISRUPTED SCALING UP**



**OUR CLIENT NEEDED QUICK,  
SPECIFIC WAYS TO RESUME  
OPERATIONS IMMEDIATELY**



## Technical Challenge

We designed a solution that brought immediate gains and improved business performance by:



**IMPROVING SECURITY AND FRAUD PREVENTION**



**CUTTING OPERATIONAL COSTS**



**MAINTAINING AND SCALING UP BUSINESS PERFORMANCE**



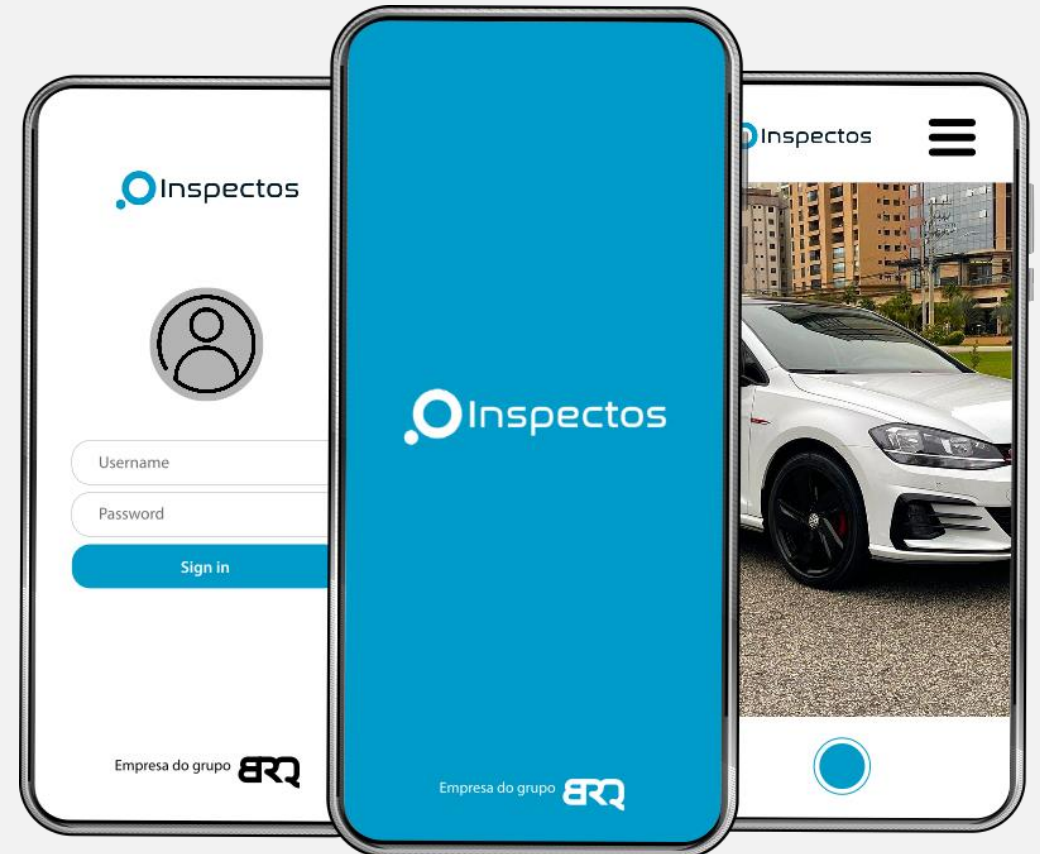
**COMPLYING WITH SOCIAL DISTANCING RULES**



**BOOSTING CUSTOMER SATISFACTION**



**Self-inspection platform** that allowed operational continuity and growth



## Impact and Results



100% DIGITAL EXPERIENCE



CUSTOMERS PERFORMED THEIR OWN INSPECTIONS



AI AND NEURAL NETWORKS FOR CLASSIFICATION AND ANALYSIS

Resumed operations with **improved business performance**



1

**25x more self-inspections**



2

**Number of analysis reports in 24 hours improved by 82%**



3

**Inspections' success rate increased in 79%**

“We realized that this improved agility and security when providing services made our policyholders more satisfied.”

*Rodrigo Herzog*

*Executive Superintendent, Bradesco Auto and R/E*

Case - Self-Inspection Platform



**ARE YOU FACING A SIMILAR  
CHALLENGE? TALK TO ONE  
OF OUR SPECIALISTS**

**CONTACT US**