

# Claims Intelligence

Reduce indemnity leakage, cut LAE, and improve CX with one contextual data foundation



## 1-3%

Loss ratio improvement

## 8-21pt

NPS score uplift

## 90%

Efficiency gains

## 5-10%

LAE reduction

### 360° contextual view of every claim to reduce leakage, expense, and customer friction

Insurers face mounting pressure to control loss and expense while improving claims experience. Traditional analytics look at individual claims or parties in isolation, missing the networked relationships that drive fraud, litigation, and recovery opportunities. As a result, hidden linkages between claimants, service providers, counsel, and other third parties remain undiscovered until it's too late, causing leakage, missed recoveries, and inflated settlements or verdicts.



Poor claims experiences put \$170 billion of global insurance premiums at risk over five years, with 74% of dissatisfied claimants switching or considering switching carriers.”

[Accenture Study: Why AI in Insurance Claims & Underwriting?](#)

Insurers need a more contextual approach to decisions. Quantexa unifies siloed data from First Notice of Loss (FNOL) through closure, connecting claim, policy, and other first party data with external intelligence to reveal the full claim network. This connected context grounds AI models and risk signals, surfacing hidden fraud rings, emerging litigation exposure, and high-probability subrogation opportunities traditional analytics cannot detect.

### Confident automation and faster resolution through context-driven segmentation

Once each claim is grounded in its full context, insurers can triage and segment more accurately at FNOL—routing straightforward claims through straight-through processing (STP) while flagging hidden complexity early. By gathering disjointed data and combining fraud, litigation, and recovery signals into one explainable decision framework, Quantexa enables white-box transparency for both automation and human decisions.

The result is greater handling efficiency, higher adjuster confidence, and measurable LAE reduction. Quantexa delivers faster, fairer outcomes without increasing leakage.

### Key benefits



#### Claimant and claim party intelligence

Resolve every person and organization involved in a claim to expose affiliations, prior claims, and behavioral patterns that inform fair outcomes.



#### Quicker claim resolution

Unify claims, parties, and prior interactions into a single contextual view, enabling faster, more confident decisions and routing.



#### Accurate fraud risk identification

Connect all parties, claimants, and providers across structured and unstructured data to uncover fraud networks early.



#### Earlier litigation strategy insights

Link claimants, attorneys, law firms, and funding entities to reveal hidden relationships and predict costly litigation before escalation.



#### Larger subrogation case development

Identify repeat third-parties, product patterns, and connected losses to assemble higher-value recovery cases with shared evidence.

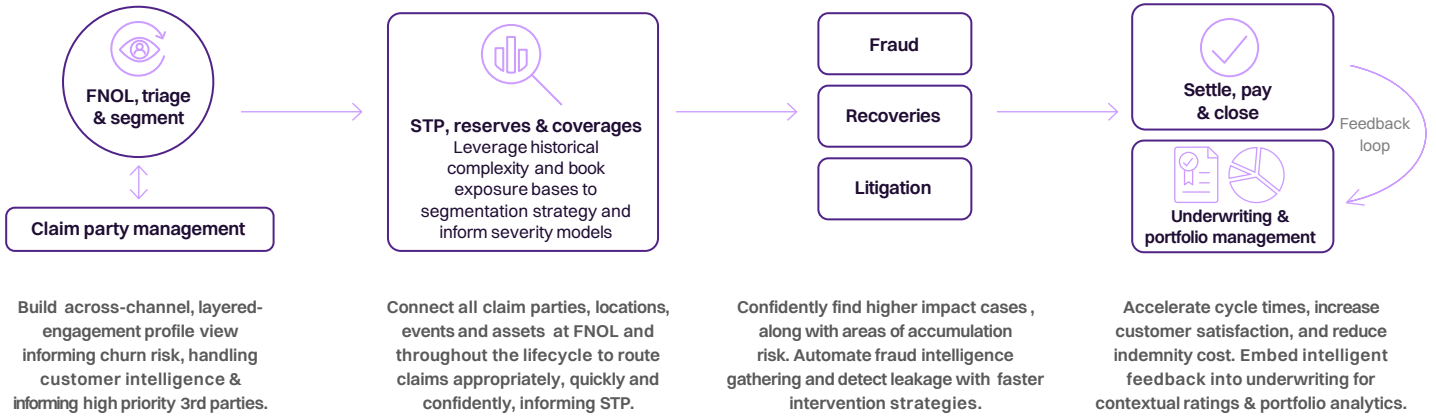
## Transforming the claims experience with context

Delivering context rich insights which empower adjusters to deliver more personalized claims, proactive communication and accelerated closures. Explainable risk and opportunity scoring turns friction into loyalty, enabling more accurate customer segmentation alongside escalation of necessary subrogation opportunities. Redefining claims handling with unified data on claims parties that delivers a customer-centric approach as well as uncovering greater depth of third-party & supplier intelligence from FNOL to resolution.

## Powering agentic claims with trusted, connected data

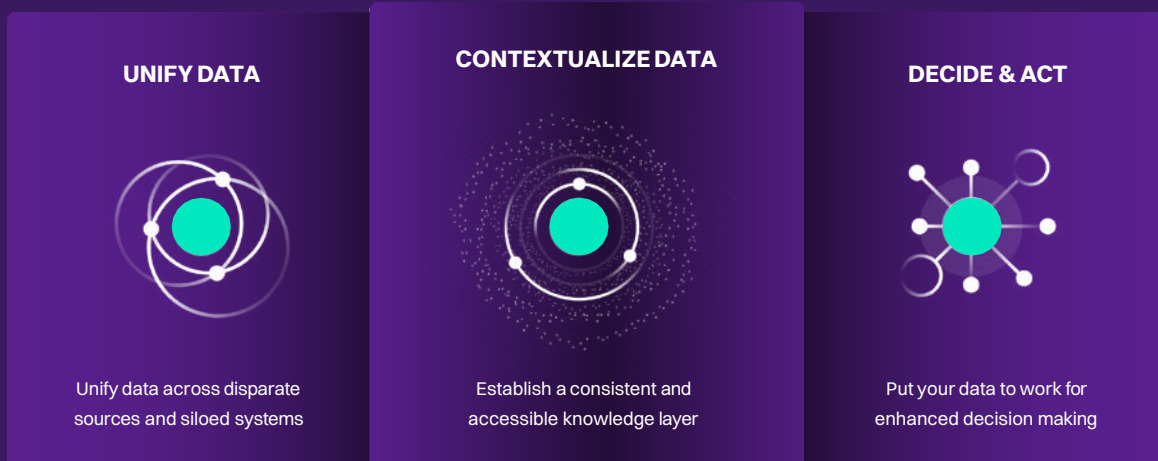
Move far beyond automating simple, low-value claims tasks. Single, explainable views of all parties, events, and risks enables agentic systems to leverage connected data at scale. Quantexa AI solutions enable co-pilots to reason deeply, automate and consolidate complex actions and alert where administration weaknesses or leakage exist. By unifying internal and external data that grounds generative models, you deliver faster more consistent claims workflow decisions and administration seamlessly into existing core system landscapes.

Confidently straight through process more claims where hidden context produces more accurate segmentation and intervention strategies with customizable and explainable decision intelligence models.



## THE QUANTEXA DECISION INTELLIGENCE PLATFORM

Activate Data. Augment & Automate Decisions.



A platform that uses data and AI in context to bring humans and machines together for mission critical decision-making

### Scalable

Scales to 60bn+ records and supports real-time decisioning

### Open & extensible

Modular platform built on trusted technology

### Trusted and secure

Granular security model and controllable access

### Flexible deployment

Hybrid, cloud, on-premise ready where you need it

## About Quantexa

Quantexa is a global leader in helping organizations unify, contextualize, and act on their data to apply solutions to the toughest challenges and greatest opportunities. Quantexa's Decision Intelligence Platform delivers critical capabilities to the world's leading organizations and government agencies, enabling them to use AI and make confident data-driven decisions to create digitally resilient organizations. Learn how Quantexa is helping organizations in the private and public sectors tackle their toughest data challenges.