



Infographic

EXL Smart Data Signals

Enabling automated and continuous monitoring of claim, policy, and customer/agent interactions to provide actionable insights and influence better decision



With EXL Smart Data Signals' near real-time, automated monitoring of claims, we help insurers drive proactive claim leakage and customer experience management.



10X+ increase in anomaly detection with monitoring of nearly 100% claims

Highlights from our extensive library of pre-built use cases

Loss and coverage mismatch

Exposure mismatch with reported loss details

Timely file progression and communication adherence

Exposure leakage

Payment accuracy

Timely progression on recoveries

...and more

Resulting business value



Reduction in claim leakage rate from baseline rate



Up to 20%

Prevention of customer escalations



50%+

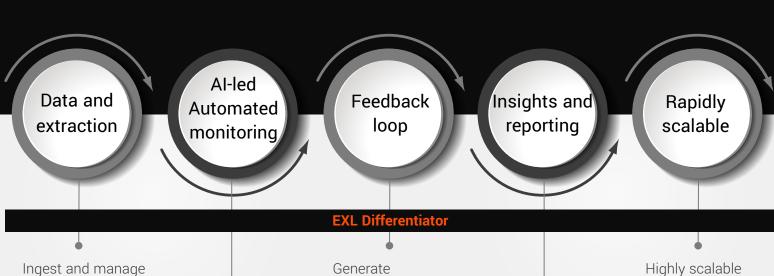
Reduction in process compliance defects



Increased efficiency

resulting in faster settlement and improved customer engagement

How EXL transforms your claim operations using proactive claim and customer 'signals'?



Ingest and manage large volumes of structured and unstructured datasets from multiple data sources within your enterprise

Enable automated continuous monitoring through event driven architecture with pre-configured models

customizable
'signals' for leakage,
customer sentiment
and compliance that
can easily integrate
with various
workflows

Actionable alerts and insights to enable effective and timely claim decisions

solution able to quickly expand across lines of businesses and use cases

pre-configured workflows models

Take the 1st step in transforming your claims journey today!

Get in touch