

INDUSTRY USE CASE

DATA INTELLIGENCE IN FLEET INCIDENT RESOLUTION



[1,500+ DAMAGE TICKETS RESOLVED WEEKLY]

// THE CHALLENGES

- [01] Micro-abrasions and cosmetic dents were consistently misclassified as catastrophic damage, triggering a cascade of fraudulent or unnecessary insurance claims.
- [02] Rampant duplicate reporting of identical incidents poisoned enterprise datasets, creating severe operational noise and exposing fleet operators to massive double-payment liabilities.
- [03] Manual dispute resolution between insurers, rental fleets, and end-users drained critical operational bandwidth due to highly subjective damage assessments.

// OUR SOLUTIONS

- [01] Architected a rigorous, step-by-step human-in-the-loop (HITL) inspection protocol to aggressively filter out superficial anomalies and deduplicate redundant reporting.
- [02] Deployed precise spatial tracking for damage locations, instantly cross-referencing historical telemetry to definitively block duplicate repair tickets.
- [03] Standardized highly objective threshold criteria to strictly separate cosmetic wear-and-tear from critical structural compromises.

// THE RESULTS

- > Drastically optimized enterprise resource allocation by exclusively routing high-severity, critical-damage cases to senior claims adjusters.
- > Aggressively slashed unnecessary payout ratios by enforcing bulletproof assessment criteria that definitively rejected frivolous coverage claims.
- > Secured public and driver safety by guaranteeing that only rigorously validated, structurally sound vehicles were authorized for active fleet deployment.