ANOMALY DETECTION FOR WARRANTY CASES

Decisively Digital: #19 - Chart Choice & Anomaly Detection

Stuttgart, 30.06.2021

ATCS is...

...an IT-services-firm focusing on **digital transformation** as well as **data driven decision making**.

OUR **SERVICES**

Enterprise IT

- IT Development
- Managed Services
- IT Consulting
- Testing Services

Digital

- Modernization
- RPA
- Cloud
- Mobile Apps

Data and Analytics

- Data Science
- Data Engineering
- Reporting & Visualization

Marketing Tech and Insights

- Digital Marketing Systems &
- Social Listening and Insights
- Marketing Analytics

PARTNERS

salesforce · MuleSoft · datorama · tableau · blueprism

UiPath Robotic Process Automation · Brandwatch · Talkwalker · looker · aws · WP vip

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TORONTO
MONTVALE GLOBAL HQ
MIAMI
STUTTGART
MUMBAI
JAIPUR
BENGALURU
BEIJING

■ BRANCH OFFICES   ■ DEVELOPMENT CENTERS
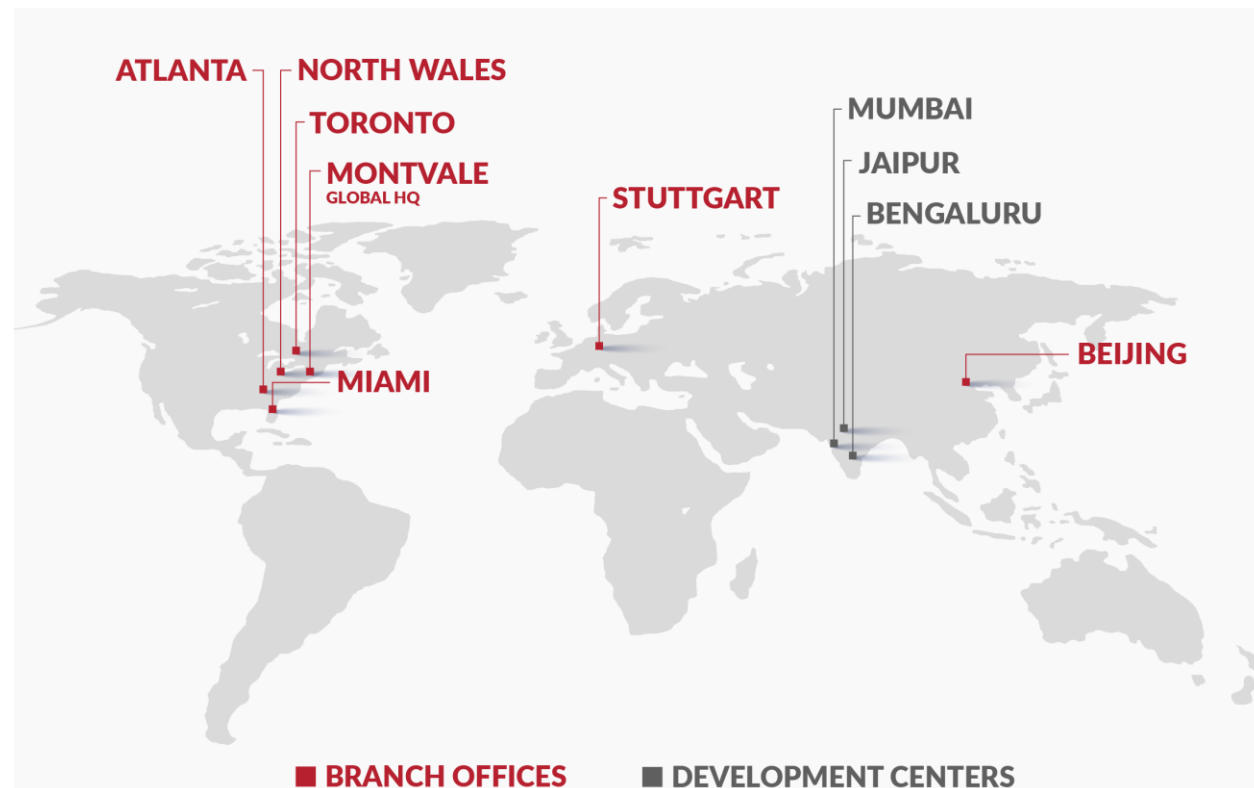
CUSTOMERS WORK WITH ATCS WHEN THEY ARE LOOKING FOR

A **local IT-partner** who will speak the customers language and delivers with a **global** team

A very **flexible** partner who puts the **needs of the customer** over bureaucratic processes

A **fast** and **agile Software Development** and **Data Science** partner to implement **digital solutions end to end**

A **cost-efficient** partner to drive their **digital transformation**

ANOMALY- /FRAUD DETECTION FOR WARRANTY CASES

Situation before the assignment of ATCS

- Anomaly (possible Fraud) of warranty cases was identified with a simple logic
- Handling of multiple Excel files to identify anomalies
- High manual effort for the planning of audits

Solution of ATCS

- Sighting of internal and external Data for the anomaly detection
- Implementation of an AI Model, which uses all the data to recognize anomaly patterns
- Visualization of the highest detected anomalies for a possible fraud through a PowerBI dashboard
- Automated report and planning of the audit

Added Value for the Customer

- **Effort reduction** of **~2.100 working hours** per Year
- **Cost reduction of ~1M EUR per Year** due to the detection of "wrong" warranty cases

PROJECT EXECUTION PROCESS

	Requirement Analysis	Data Aquisition	Data Analysis and Engineering	Platform Selection & Setup	Model Development & Training	Model Deployment
Product Owner	●	●	●	●		
Subject Matter Expert	●	●	●	●		
IT Platform Owner		●	●	●		●
Proxy Product Owner	●	●	●	●		
Data Analyst	●	●	●	●	●	
Data Scientist			●	●	●	●
Data Engineer			●	●	●	●
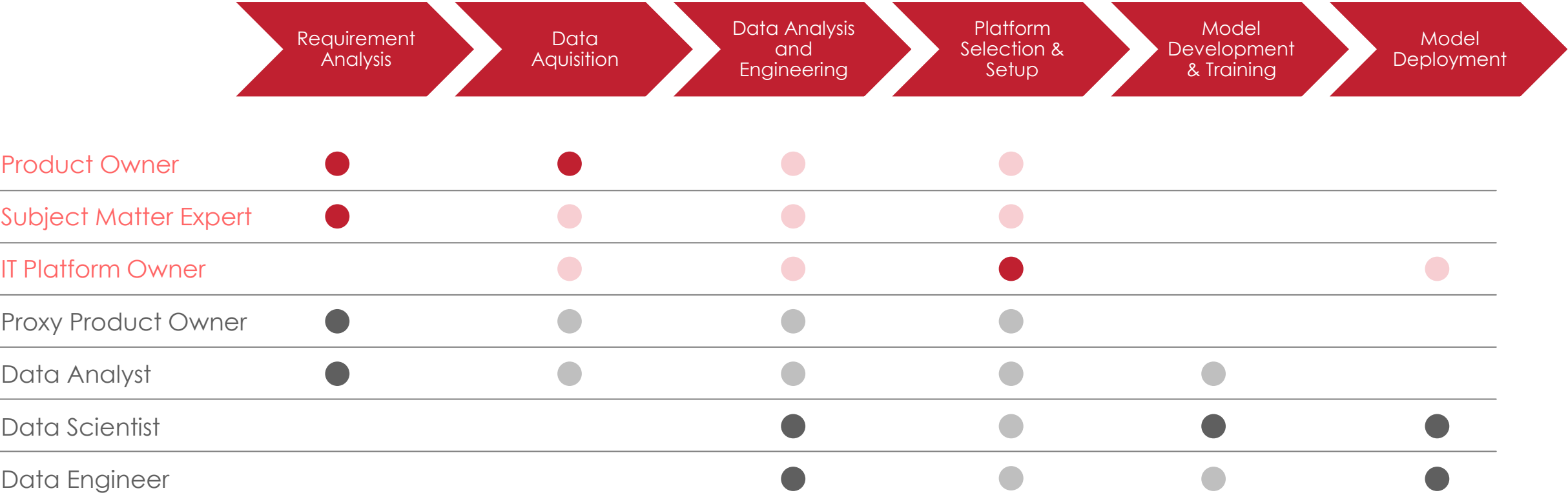
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Innovative Ideas.
Winning Solutions.