



# A leading UK-based vehicle insurance telematic service provider

increased claims authenticity by over **70%**

COUNTRY  
UK

INDUSTRY  
BFSI



About Client



Business Requirement



Our Solution



Tools & Technologies



Business Outcome





## About Client

The client is one of the largest insurance telematics installation experts across passenger car, light commercial, HGV and plant and agricultural equipment in the UK & Ireland. They are the experts in telematics and in-vehicle tech since the early stages of IoT.



## Business Requirement

- Make data-driven business decisions with unused data captured by IoT devices installed in cars & trucks
- Create an efficient data capture system to check if driver is driving vehicle up to the mark or not, which may lead to major accidents/death
- The data captured in the system should be able to track driver's performance by tracking real-time data parameters such as speed, power breaks, and more
- Overcome the lack of accuracy that existed in the current system which led the insurance companies not being able to conclude who was at fault i.e., the driver or a third party and what has been damaged, settlement amount in case of generated claims and the derived premium cost for continued insurance of driver and vehicle
- Centralized data system from telematic and other devices/ third-party providers to smartly utilize the data by applying the right business logics/calculations





## Our Solution

- A microservices-based architecture with the below mentioned characteristics that helped to achieve non-functional requirements for scalability, high availability, fault tolerance, and self-healing:
  - » Componentization via services
  - » Decentralized data management
  - » Infra automation
  - » Design for failure, and organized around business capabilities
- Manage activities like insurance premiums (vehicle and individual), claim verification & its approval, claim settlement amount, and more
- Data capture and application of right set of business logics/calculations to fulfil the need of fleet managers and insurers

- System with a telematic device data source and other devices/third parties/manual inputs to capture the details of the incidents, journey tracking, location traceability of the vehicle/driver, details about vehicle make, model, the status of engine, heading, and more as required.



## Tools & Technologies







## Business Outcome



Claims authenticity increased by over **70%**



Average insurance selling increased by **50%**



Increased accuracy in claims settlement amount



Real-time vehicle monitoring



Established in 2000, Cygnets Infotech works with clients across 35 countries and has a strong team of over 1000 employees. Cygnets Infotech's offerings range from IT Services, Technology Products, and Tax Technology solutions. Aligned with its vision of providing technology enabled business solutions, Cygnets Infotech delivers end-to-end solutions for clients' most pressing business needs.

Cygnets Infotech's Technology Services enables clients to accelerate growth and optimize business operations through, Product Engineering, Bespoke Solutions, IT Modernization, Automation, Implementation Services, Risk Mitigation Services, Information Security & Compliance Services, and IT Staff Augmentation.



Cygnets DES is a partner to clients in the competitive market space and deploys a consultative and customer-centric approach. Its solutions range from standalone bespoke development and managed services to building connected ecosystems across the enterprise and developing smart systems by leveraging emerging technologies like AI, Blockchain, and Hyperautomation.

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