Case Study

Kube Partners

We turn data into information and information into insight.

https://www.kubepartners.com/

# Description

Kube Partners has years of experience in the financial sector, a passion for technology and design, curiosity about the latest scientific developments, and a drive to find innovative solutions. One of the main products of the company is Detector, an innovative software platform for detecting, analysing, and managing insurance fraud. Detector evaluates the risk of claims fraud through multiple independent analytics, such as machine learning and a variety of heuristics focusing on geo-localisation and social network analysis. Only minimal training is required to start using the platform and to use it to make timely and effective decisions.

The business process supported by Detector addresses the automation of the triage procedure with the aim of ranking the claims by their probability of been fraudulent, based on the results obtained by the independent analytics included in the platform. Kube Partners want to develop a convincing statement to demonstrate the TO-BE version of the triage procedure obtained by adopting Detector implies significant advantages for the operating of an insurance company. The statement has to support its arguments comparing the results an organisation can get using the AS-IS (triage done manually by experts) or the TO-BE (triage done by experts that use Detector) version of the triage procedure. Performances must be measured in terms of appropriate KPIs, able to convince a board of directors.

# Assignment

1. Specify the goals of Kube Partners and define a Knowledge Uplift Model that can support the company in reaching them.
2. Design an AS-IS version of the triage process.
3. Design a TO-BE version of the triage process.
4. Identify a set of KPIs that can be used in developing the statement for the board.
5. Generating synthetic event logs measure these KPIs.
6. Verify the difference in the performance results obtained in the AS-IS and TO-BE versions are statistically significant.
7. Filtering out the cases with the lowest performance discover a model that can suggest further improvements to the TO-BE version you developed.
8. Based on the results obtained discuss critical issues related to the use of the TO-BE version of the triage process. Do not think to the process as a static resource but as an evolving specification that has to incorporate newly acquired knowledge.