



# Cleva Analytics

Business document

*Cleva Analytics is the insurance company solution that provides the central source of business information.*

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**Cleva**

## Cleva Analytics is a flexible module that collects operational data from Cleva software and delivers insurance business information.

Cleva Analytics ensures complete, reliable and structured data marts containing relevant insurance business concepts from the Cleva ecosystem.

From a business perspective, it covers all lines of business and the entire insurance value chain, providing data-driven decision support.



Insurance  
concepts

All business areas

Business KPI

All lines of business

Value chain

Quality control

### Key points

- Normalised **insurance business concepts**
- **Information for compliance**
- **Simplify access** to the insurance data model
- **Data quality control**
- **Single source** of information and business KPIs
- **Data mart** for each line of business
- Data mart covers **all business areas**
- **Compatible** with standard **market visualisation tools**

# Overview

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Cleva Analytics focuses on making operational data from the Cleva ecosystem more accessible and congruent by identifying active information and quality issues.

The approach of this solution relies on the insurance business data to deliver a data warehouse with structured data and relevant calculations from our data marts.

These are the main features of Cleva Analytics:

- Exploring information
- Quality control
- Business information

**Loading data:** Initial load of the Core information since the start of the client's activity. The incremental mode is automatically executed on a daily basis, during non-working hours.

**Business KPI:** Cleva Analytics provides relevant standard business KPIs that every insurance company should track.

# Exploring information

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Cleva Analytics offers easy access to the information of the data model. The data models gather information from Life, Non-life and Accounting areas of the insurance companies.

Cleva Analytics concentrates the tables in a structured way, enabling the user to access, explore and filter the information that is relevant.

The client later explores the information using different standard visualisation tools.

## CLEVA ECOSYSTEM



Non-life



Life



Accounting



External  
visualisation tool

**Detailed information:** The information provided by Cleva Analytics is so detailed that it allows the clients to select the level of information they desire (for example, refer to the value of collected premiums at the level of product class, product, policy, receipt, risk, accounting class and receipt item).

**Compatible with different visualisation information tools:** Cleva Analytics is totally compatible with different tools to explore information available in the market.

**SQL database (Structured Query Language):** Table-based information; however, you can use other tools to query the database.

**Simplicity of use:** The views select data from the Cleva Analytics base tables - FACT and dimension tables - containing information of the Core system (including all business information).

# Quality control

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Cleva Analytics offers a valuable mechanism, the Quality Issues, that identifies and logs all the inconsistencies occurring in the integration process from the Cleva ecosystem to the data mart.

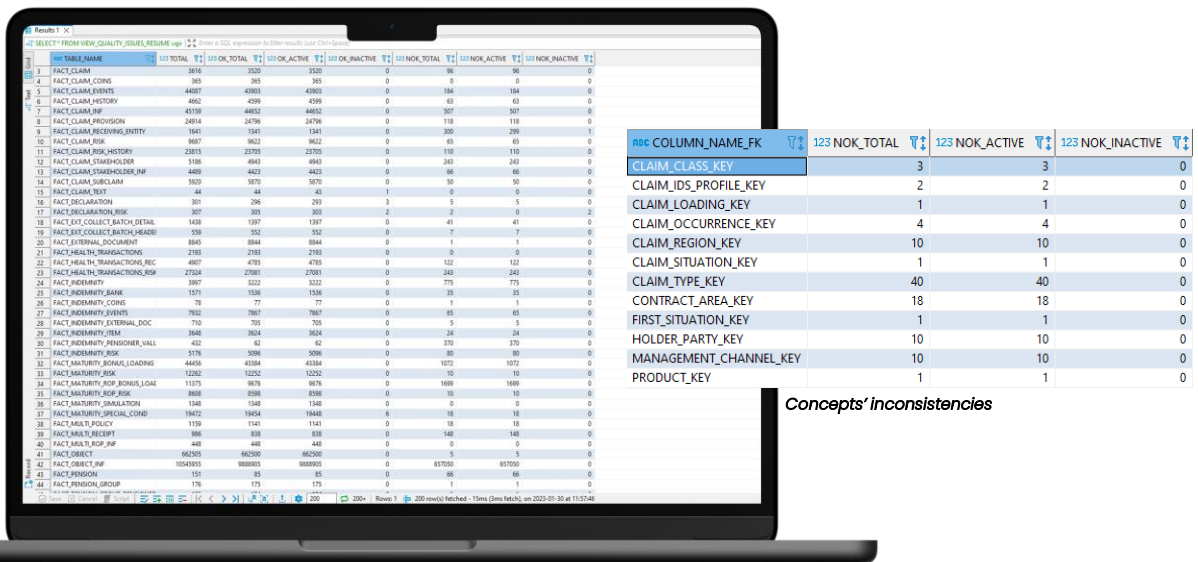


TABLE NAME	123 TOTAL	123 OK_TOTAL	123 OK_ACTIVE	123 OK_INACTIVE	123 NOK_TOTAL	123 NOK_ACTIVE	123 NOK_INACTIVE
FACT_CLAIM	3616	3520	3520	0	96	96	0
FACT_CLAIM_CONS	365	365	365	0	0	0	0
FACT_CLAIM_EVENTS	44887	43983	43983	0	384	384	0
FACT_CLAIM_HISTORY	4962	4399	4399	0	63	63	0
FACT_CLAIM_INP	43139	44632	44632	0	307	307	0
FACT_CLAIM_PROVISION	24934	24796	24796	0	138	138	0
FACT_CLAIM_RECEIVING_ENTITY	1641	1341	1341	0	300	299	1
FACT_CLAIM_RISK	9887	9623	9623	0	65	65	0
FACT_CLAIM_RISK_HISTORY	23815	23705	23705	0	110	110	0
FACT_CLAIM_STAKEHOLDER	5186	4943	4943	0	243	243	0
FACT_CLAIM_STAKEHOLDER_INP	4480	4423	4423	0	66	66	0
FACT_CLAIM_SUBCLAIM	5820	5870	5870	0	50	50	0
FACT_CLAIM_TEXT	44	43	43	1	0	0	0
FACT_DECLARATION	321	296	293	3	5	5	0
FACT_DECLARATION_RISK	307	305	305	2	2	0	2
FACT_EXT_COLLECT_BATCH_DETAIL	1428	1397	1397	0	41	41	0
FACT_EXT_COLLECT_BATCH_HEADER	139	132	132	0	7	7	0
FACT_EXTERNAL_DOCUMENT	8849	8844	8844	0	5	5	0
FACT_HEALTH_TRANSACTIONS	2193	2193	2193	0	0	0	0
FACT_HEALTH_TRANSACTIONS_REC	4907	4783	4783	0	122	122	0
FACT_HEALTH_TRANSACTIONS_RISK	27024	27081	27081	0	243	243	0
FACT_INDEMNITY	3987	3223	3223	0	775	775	0
FACT_INDEMNITY_BANK	1571	1536	1536	0	35	35	0
FACT_INDEMNITY_CONS	78	77	77	0	1	1	0
FACT_INDEMNITY_EVENTS	7942	7897	7897	0	65	65	0
FACT_INDEMNITY_EXTERNAL_DOC	70	705	705	0	5	5	0
FACT_INDEMNITY_INRM	3648	3624	3624	0	24	24	0
FACT_INDEMNITY_PENDER_NULL	427	62	62	0	375	375	0
FACT_INDEMNITY_RISK	5176	5096	5096	0	80	80	0
FACT_MATURITY_BONUS_LOADING	44826	43384	43384	0	1072	1072	0
FACT_MATURITY_RISK	12262	12252	12252	0	10	10	0
FACT_MATURITY_RISK_BONUS_LOAD	11375	9676	9676	0	1699	1699	0
FACT_MATURITY_RISK_RISK	8966	8986	8986	0	162	162	0
FACT_MATURITY_SIMULATION	1348	1348	1348	0	0	0	0
FACT_MATURITY_SPECIAL_COVD	19472	19454	19448	6	18	18	0
FACT_MATURITY_POLICY	1159	1141	1141	0	18	18	0
FACT_MATURITY_RECEIPT	986	838	838	0	148	148	0
FACT_MATURITY_RISK_INP	448	448	448	0	0	0	0
FACT_OBJECT	862905	862900	862900	0	5	5	0
FACT_OBJECT_INP	1054893	988893	988893	0	65700	65700	0
FACT_PERSON	151	85	85	0	66	66	0
FACT_PERSON_GROUP	176	175	175	0	1	1	0

123 COLUMN_NAME_FK	123 NOK_TOTAL	123 NOK_ACTIVE	123 NOK_INACTIVE
CLAIM_CLASS_KEY	3	3	0
CLAIM_IDS_PROFILE_KEY	2	2	0
CLAIM_LOADING_KEY	1	1	0
CLAIM_OCCURRENCE_KEY	4	4	0
CLAIM_REGION_KEY	10	10	0
CLAIM_SITUATION_KEY	1	1	0
CLAIM_TYPE_KEY	40	40	0
CONTRACT_AREA_KEY	18	18	0
FIRST_SITUATION_KEY	1	1	0
HOLDER_PARTY_KEY	10	10	0
MANAGEMENT_CHANNEL_KEY	10	10	0
PRODUCT_KEY	1	1	0

Concepts' Inconsistencies

All tables

**Check inconsistencies:** Reliable data in the data mart.

**Anticipate inconsistencies:** Inconsistencies are scannable during the project implementation stage before data is loaded to the Cleva Analytics. Thus, the detected inconsistent data can be simply fixed, and reprocessing information is no longer required in a later stage of the project.

**Normalised information:** The Quality Issues mechanism identifies inconsistent data that result mainly from recovering or migrating processes, which allows working with a database containing standardised values of concepts.

**Flexible configuration:** You can decide if the inactive or inconsistent data is provided or not in the views at any time.

# Business information



Cleva Analytics is represented by data marts. They gather information from different business entities, from the policy to indemnities, as well as entities with particular management, such as reinsurance and co-insurance, which are common to Life and Non-life, or from entities exclusively from Non-life, such as multis (fleet) and pensions.

In order to facilitate the access to the calculated data, the KPI framework provides some base-level indicators for the Life and Non-life business areas, such as:

- New policies
- Policies in force
- Gross written premiums
- Open claims
- Claim costs
- Paid amounts

Non-life	Life & Non-life	Life
Motor Workers compensation General liability Health Others	Policies Indemnities Reinsurance Co-insurance Receipts Claims	Risk Life Unit-linked Universal life Savings Annuities

**Business entities:** All business entities are provided with many dimensions, such as the coverages, to explore with different levels of detail.

**Information for compliance:** The business entities give the information needed so your company complies at all times.

**Business KPI:** Cleva Analytics is the perfect tool to track the business indicators, enabling to get the knowledge about Life and Non-life areas.



**Cleva Analytics** assures a complete, reliable and structured source of information containing relevant business data from the Cleva ecosystem. It ensures a business perspective, by identifying critical KPI, enhancing data marts, and providing that information to be explored.

*Product Management*

**Cleva**