

Claims automation
with integrated fraud detection



INFORM

» From the beginning, we saw the extensive potential in RiskShield: The same software could be used for fraud detection in all relevant lines of business.

Paul Kühne, Head of Special Investigation Unit at Zurich Switzerland, on scalable fraud detection

CHALLENGES AT ZURICH

- Manual claim verification created operational complexity
- Fraud detection needed to scale across multiple lines of business
- Disconnected data sources limited consistent claim assessment

RESULTS WITH RISKSHIELD

- Automated fraud detection embedded into claims handling
- Real-time risk assessment within milliseconds
- Full control of rule management without IT involvement
- Unified decision making across multiple internal data sources