

Digitizing Vehicle Assessments: **How a Leading Private Insurer Modernized Manual Motor Damage Inspections to Boost Accuracy, Efficiency, and Customer Satisfaction.**

The Problem

One of the leading private insurers was experiencing significant customer dissatisfaction and financial losses in its Property & Casualty (P&C) insurance segment. The root cause was inaccurate car damage assessments and prolonged manual inspection processes, which delayed claims and eroded customer trust. These inspections, while critical for underwriters and adjusters, were highly resource-intensive and lacked consistency across regions. The absence of standardized, technology-driven assessment tools further compounded the issue, leading to operational inefficiencies and increased risk of fraud or misjudgement.

Our Approach

Inadev followed a structured, data-driven methodology focused on attaining seamless customer experience to address the inefficiencies in manual vehicle damage assessments. We implemented a robust, AI-powered solution designed to deliver speed, accuracy, and scalability across the motor insurance lifecycle.

Solution Highlights

- **AI-Powered Damage Analysis:** Our system uses advanced image recognition to detect, classify, and evaluate car damage with precision, reducing human error and improving consistency.
- **Real-Time Assessments:** Customers or field agents can upload vehicle images instantly, enabling faster claim initiation and repair decisions—significantly cutting down turnaround times.
- **Automated Cost Estimation:** Leveraging damage severity and standardized repair rates, the platform generates reliable cost estimates to support transparent and efficient claim settlements.
- **Seamless Integration:** The solution integrates effortlessly with existing insurance claims platforms, ensuring smooth data flow and minimal disruption to current operations.
- **Continuous Learning:** With every assessment, the system improves its accuracy by learning from historical data, enhancing decision-making over time.
- **Multi-Platform Accessibility:** Designed for deployment across web, mobile, and field devices, the solution ensures broad accessibility for surveyors, garages, and customers alike.

Business Outcomes

40%

reduction in manual intervention
and enabling faster approvals and
settlements, automating damage
assessments

60%

reduction in claim processing
with instant and accurate
evaluations resulting in faster
approvals and reduced payout
cycles from days to hours

55%

increase in customer satisfaction scores
offering a smoother, more convenient claims
journey and reducing repeat inquiries



Questions? Reach out to us at info@inadev.com