



BEYOND BUSINESS RULES: USING ANALYTICS TO STOP CLAIM FRAUD

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In the current economic climate, service providers are always looking for new, creative ways to increase revenue. The unscrupulous among them quickly learn business rules and processes, allowing them to work the system to their advantage. The direct cost of these fraudulent claims accounts for over 10% of warranty costs, and the indirect costs can be five times that much. Business rule engines packaged with claim processing systems have never been enough to stop a significant amount of fraud, but now the situation is even more critical.

This presentation uses real world case studies showing how manufacturers are utilizing analytics to go beyond business rule engines. Analytics focus auditors on the service providers and claims that are most likely to be fraudulent. By showing auditors where to look and what to look for, companies are avoiding paying millions in fraudulent warranty claims.

Participants will learn the following:

- True costs of claim fraud
- Specific analytic models used to detect fraud
- Case study results of using analytics for fraud detection
- How to apply analytic methods to reduce fraud