

INSURANCE

Business Intelligence and Advanced Analytics

Representative Analytics Engagements and Services

- Claims Analytics and Metrics
- Claims Leakage and Liability Exposure
- Contact Optimization Analysis
- Customer Behavior Scoring
- Customer Segmentation
- Customer Lifetime Value Determination
- Distribution Channel Management
- Data Management: Aggregation, Cleansing, Organization, Augmentation, Integration, Storage
- Fraud Detection
- Market Segmentation and Analysis
- Performance Benchmarking and Metrics: Claims, Underwriting, Investments
- Portfolio Valuation and Balancing
- Predictive Analytics Applications
- Predictive Model Development
- Pricing Analysis and Optimization
- Reserve Adequacy Determination
- Risk Assessment and Quantification
- Underwriting Leakage and Liability Exposure

The insurance industry, like many other industries, is increasingly dependent on a wider variety and amount of data streaming in with increased velocity from multiple disparate sources. The challenges are to separate relevant from non-relevant data, with the ability to analyze and transform raw data into useful and reliable information for making timely, critical decisions.

Meeting the Challenges

With our iSuite platform, we enable clients to meet those challenges. Clients are able to focus only on information that is relevant, and to quickly transform complex data into meaningful information.

iSuite is a secure, scalable and high performance enterprise business intelligence and analytics platform developed to overcome barriers to information access and utility. Offered under an onsite or outsourced SaaS model, we provide end-to-end solutions to our clients, from gathering and consolidating information from a variety of source systems to transforming the data into robust, user-friendly, actionable analysis and insight for critical decision making.

With a variety of purpose-built tools, clients are able to understand various scenarios and options for making effective and reliable decisions, including those related to operational and performance improvement in areas such as market and customer segmentation, customer acquisition and retention, portfolio analysis, risk assessment and mitigation, and process improvements.

iSuite conserves valuable resources by reducing the complexity, cost and implementation time as compared with traditional BI/analytic platforms, and by reducing the need for expensive resources to support users and maintain BI/analytic systems.

Through iSuite we have successfully delivered outsourced business intelligence, data mining and predictive analytics services to some of the world's largest companies.

Data and Information Integrity

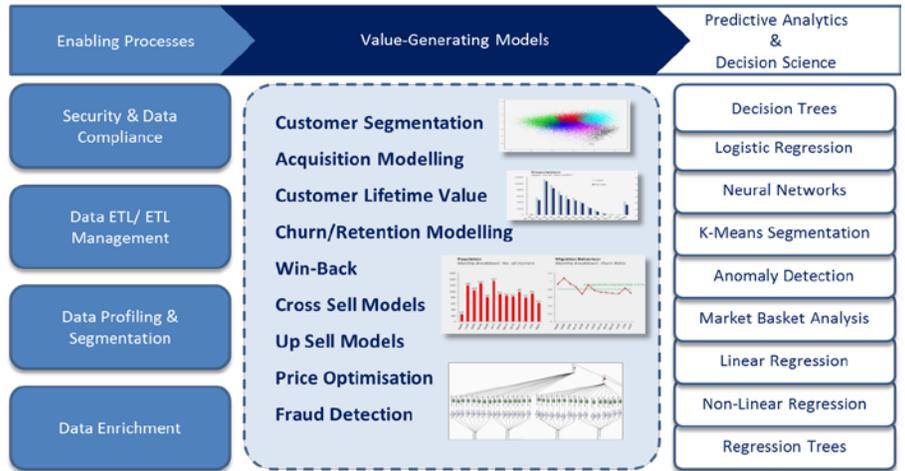
As a fundamental requisite for engendering confidence in decisions required and made, client executives and directors are focusing more attention on the quality of information — accuracy, completeness, timeliness, and relevance — they receive and provide. We help them address this imperative through our 4-step approach:

- **Business Process/System Review** — Review existing business processes and systems to identify immediate issues and data improvement opportunities, as well as longer-term issues related to policies and best practices
- **Data Profiling and Analytics** — Apply our proven technology to profile and analyze large and diverse sets of data to uncover inconsistencies, anomalies, and data flow problems
- **Data Governance Strategy** — Develop a practical and actionable plan to improve and manage the quality and integrity of enterprise data and information
- **Data Remediation** — Identify high priority issues, strategies and solutions that provide measurable improvements in the quality and usability of historic and contemporary information

iSuite Platform

Our technical proposition is a robust, re-usable and agile business intelligence and analytics platform with best-in-class capabilities, optimized for the system as a whole. iSuite is comprised of five integrated tool sets that facilitate business intelligence and analytics objectives - iTools, iSeg, iTree, iFuzzy and iScore. Our modular, integrated application architecture provides us with a broad range of capabilities, including those to:

- Securely receive and aggregate data from multiple data source systems
- Cleanse, organize, augment and store data securely
- Analyze profiles, hidden patterns and trends within raw data
- Score customers based on behavioral patterns
- Derive metrics and key performance indicators for any functional area
- Leverage domain expertise and the in-built comprehensive library of operational and financial metrics in performing analysis
- Build analytical models for a variety of financial and operational insights, such as price optimization, reserve adequacy, risk assessment/quantification, underwriting and claims leakage and liability exposure, portfolio valuation/balancing, customer segmentation/valuation/retention strategies, and fraud detection
- Interpret results through intuitive visualization techniques.



iSuite
 Scalable, secure, flexible & high performance platform for data mining, predictive modelling and data analysis.

Our Approach

Data Visualisation

Using the latest data visualisation techniques, we provide insights into complex data sets, highlighting trends & transforming abstract numbers into coherent spatialised images.

Actionable Insight

Our experienced team apply customer understanding to the design of customer lifecycle roadmaps focussing effort and spend on those segments that are the most value to their business. We deliver the capability to execute and measure these through their channels

Insurance Practice Service Capabilities

Our specialized services are described in the following brochures.

- Actuarial Services and Consulting
- Business Intelligence and Advanced Analytics
- Claims Reengineering and Risk Management
- E-Discovery Readiness, Management and Compliance
- Governance, Regulatory and Compliance
- Intellectual Property
- Litigation and Dispute Resolution
- Operational Risk and Emergency Management
- Pension Consulting Services
- Performance Excellence
- Risk and Exposure Management
- Strategic Advisory

Visit the FTI Consulting Insurance website to download our brochures, articles and white papers: <http://www.fticonsulting.com/industries/insurance.aspx>



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CRITICAL THINKING
 AT THE CRITICAL TIME™

About FTI Consulting

FTI Consulting, Inc. is a global business advisory firm dedicated to helping organizations protect and enhance enterprise value in an increasingly complex legal, regulatory and economic environment. FTI Consulting professionals, who are located in all major business centers throughout the world, work closely with clients to anticipate, illuminate and overcome complex business challenges in areas such as investigations, litigation, mergers and acquisitions, regulatory issues, reputation management and restructuring.