Zimetrics Experience : Customer Engagement

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Success story 1

Car Leasing Leader: US

Call to Action

- High online drop rates arising out of offline document vetting
- Rising cost of manual legal document review

Goal

- Make leasing car online experience instant & frictionless for buyers
- Reduce cost of manual legal documents review

Solution

- AI enabled Insurance Document Processing Automation.
- Engineered on zimetrics 8nap.AI engine

Automobile Leasing

IDP, Workflow Optimization, Approval Management Acceleration, Business Validations

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Impact: Average productivity gain of 75% in Manual Reviews

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Over
65%
Straight-through Cases

Under
70 secs
Average Validation time using 8nap Widget

7.5 mins
Average Manual data entry time

Joe (Car Buyer) – Old Experience

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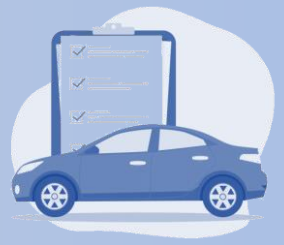

5 Minutes

Zip Based Search

Puts Zip Code to see availability based on make, type and price range

Selects a Car

Selects the car, color and configuration and estimate the monthly miles

Validates ID

Fills basic info., uploads a photo of their driver's license and sends a selfie

Uploads Insurance

Uploads Insurance copy, supplementary insurance documents.

THEN, Waits

Schedules Delivery

Schedules pickup at one of Go's convenient locations

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New Experience - Touchless

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Search and Select

Basic Details

Documents Upload

Selfie Upload

Near Real Time

Approval / Rejection Details

Closure and Schedule

Request Trigger

Process Kick-off / Case ID

Document Download / Preprocess

Data Extraction / Rules Check

100% QA Checks Passed / High Confidence

Closure and Schedule

Auto Submission

Touchless Automation

Human Assisted

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Post Production Monitoring – Verity Assessment

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Prime- Sub-prime Model Evaluation and Scoring

Model Serving

MODEL REGISTRY
- Prime Model
- Sub-prime Models
- Evaluation Metrics

SCHEDULER

Sub-Prime Models
- Performance evaluation based on metrics
- Performance on data drift

Model Monitoring

CONTINUOUS

Prime Models

Verity Assessment – Production Requests
- Identifying if Drift is significant
- Negative Influence of Continuous Training

MLOPs / Governance
- Better Performing Models
- Model Promotion
- Distributed Training

Continuous learning Engine

DATA STRORE

Ground Truth Monitoring

REAL-TIME REQUESTS

SME in the loop

FEEDBACK

Multiple Parallel Functional Models Evaluation in Post-prod setting
- Prime Model: Selected one as candidate models
- Sub-prime: In Parallel running on Production Data
- Evaluation based on performance metrics

SME Review: Prediction Validation – Insurance Policy

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Named Insured(s) and Address
[redacted]

Policy Number
[redacted]

Policy Period
03/31/2023 to 03/31/2024
12:01 A.M. Standard Time

Email address: [redacted]

The auto(s) or trailer(s) described in this policy is (are) principally garaged at the Named Insured's policy address unless otherwise stated.

Coverage is provided where a premium and/or a limit of liability is shown.

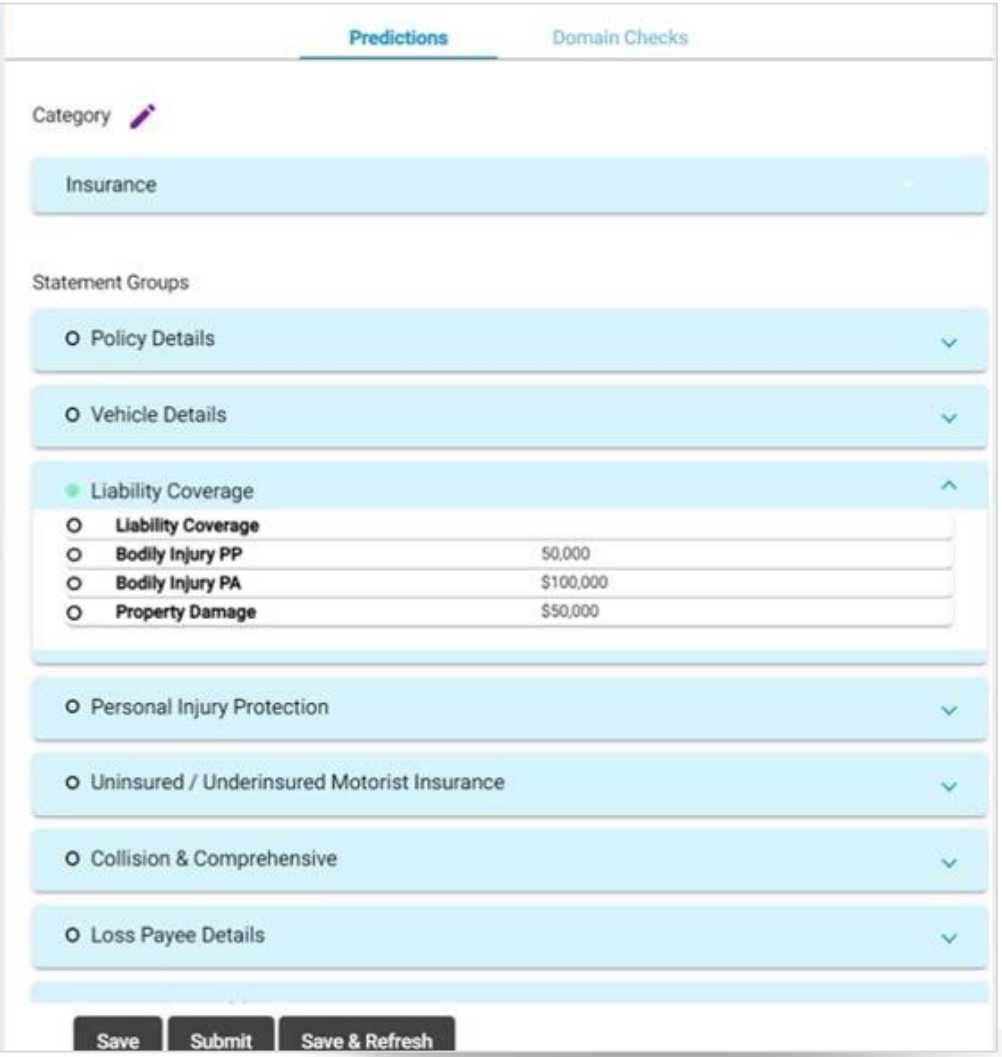
Veh No	Year, Trade Name, and Body Type	Vehicle Identification Number	Garage Location	Vehicle Loss Payee
01	2022 NISSAN SUV	[redacted]		[redacted]

Driver(s) (Year of Birth)
[redacted]

Coverages:

Limitation on Lawsuit Option applies

	Limits and/or Deductibles	Premium
2022 NISSAN [redacted]		
Liability		$802.00
Bodily Injury - Each Person / Each Accident	$50,000 / $100,000	
Property Damage - Each Accident	$50,000	
Uninsured/Underinsured Motorist		$78.00
Bodily Injury - Each Person / Each Accident	$50,000 / $100,000	
Property Damage - Each Accident	$50,000	
Personal Injury Protection (PIP) – Medical Expense Limit	$15,000/$500 Ded/NJM Primary	$199.00
PIP – Non Medical Benefits	Medical Expenses Only	
Extended Medical Expense Benefits	$10,000	$1.00
Other Than Collision	$500 Ded	$283.00
Full Glass Coverage		$68.00
Collision	$500 Ded	$1,195.00
Transportation Expenses	$30 per day/$1,200 maximum	Included
NJM Roadside Assistance	No Coverage	$-5.00
Premium for 2022 NISSAN		**$2,621.00**
Subtotal Policy Premium		$2,621.00
New Jersey Property-Liability Insurance Guaranty Association		$13.00
Total Policy Premium		**$2,634.00**
Total Return Premium		**$101.00**



PLATFORM FEATURES

- Multi doc type data extraction
- Semi-structured, unstructured data processing
- Exception mgmt., data verification & correction
- Feedback & continuous learning

SME Review: Domain Check Validation

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1 / 1 Search

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Predictions | Domain Checks

Rules

- Coverage for Collision and Comprehensive — PASSED
- Collision & Comprehensive Coverage Max Deductible — PASSED

Output Normalization | Input Normalization

Collision Deductible	Comprehensive Deductible
$500	$500

- Loss Payee Name & Address — FAILED
- VIN Number Validation — PASSED
- Effective Date of Insurance — NA

Save | Submit | Save & Refresh

Domain Checks

- Domain specific and generic rules
- Customer rules & customization
- Group / category wise Pass/fail status
- Prediction value traceability
- Status refresh on manual edits

Data Normalization

- Data mapping & normalization per customer standards
- Data aggregation & post-processing logics
- Output generation in required format

Success story 2

Consumer Oral Care Leader

- Digital Experience – Process Digitization
- Point of Sales experience
- Practice management Solutions
- B2C Health Commerce

B2C Oral Care

Digital Experience, Process Automation, Application Ecosystem Integration

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B2C: Consumer Engagement

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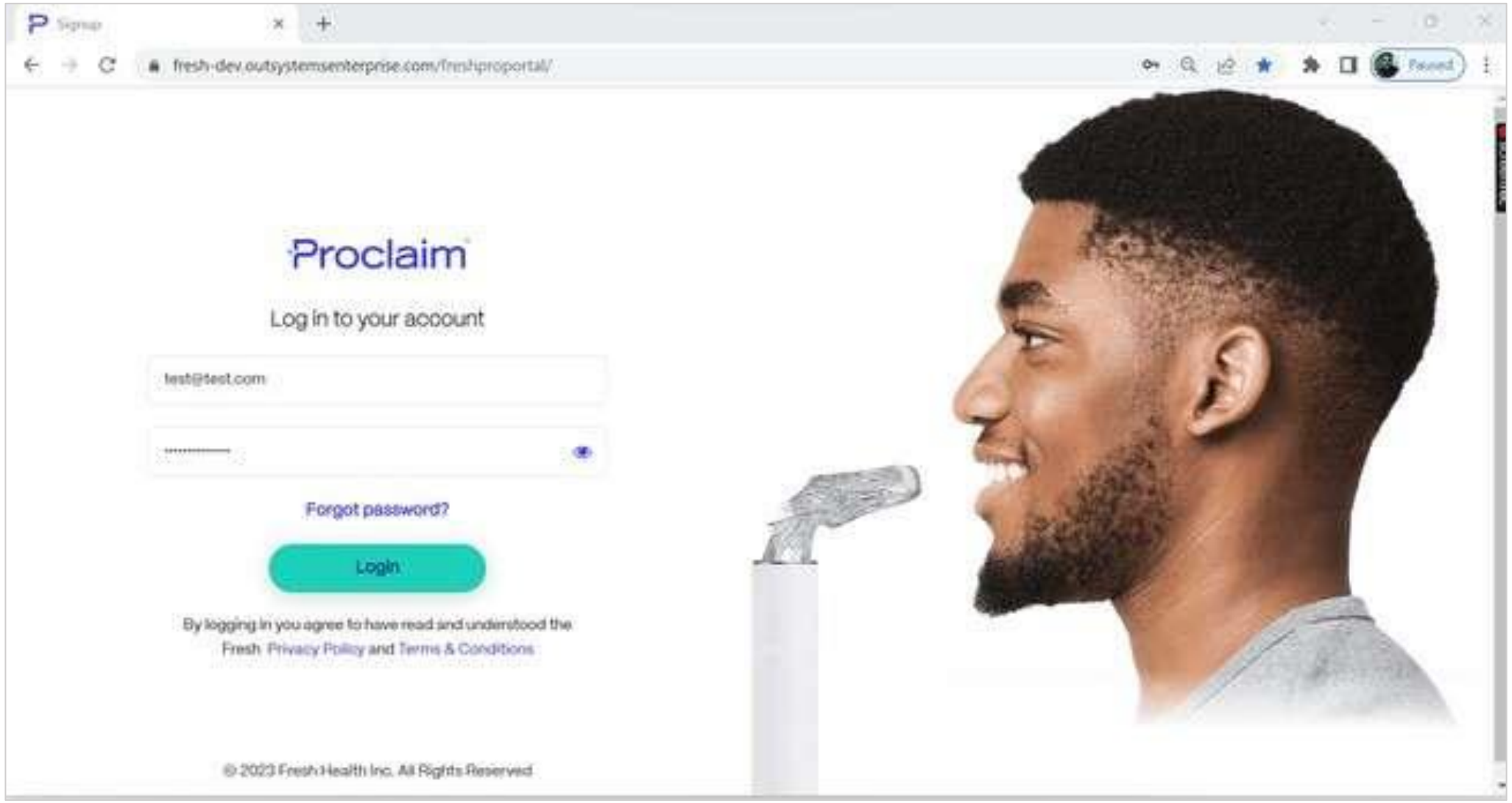

B2B: Dental Practice POS

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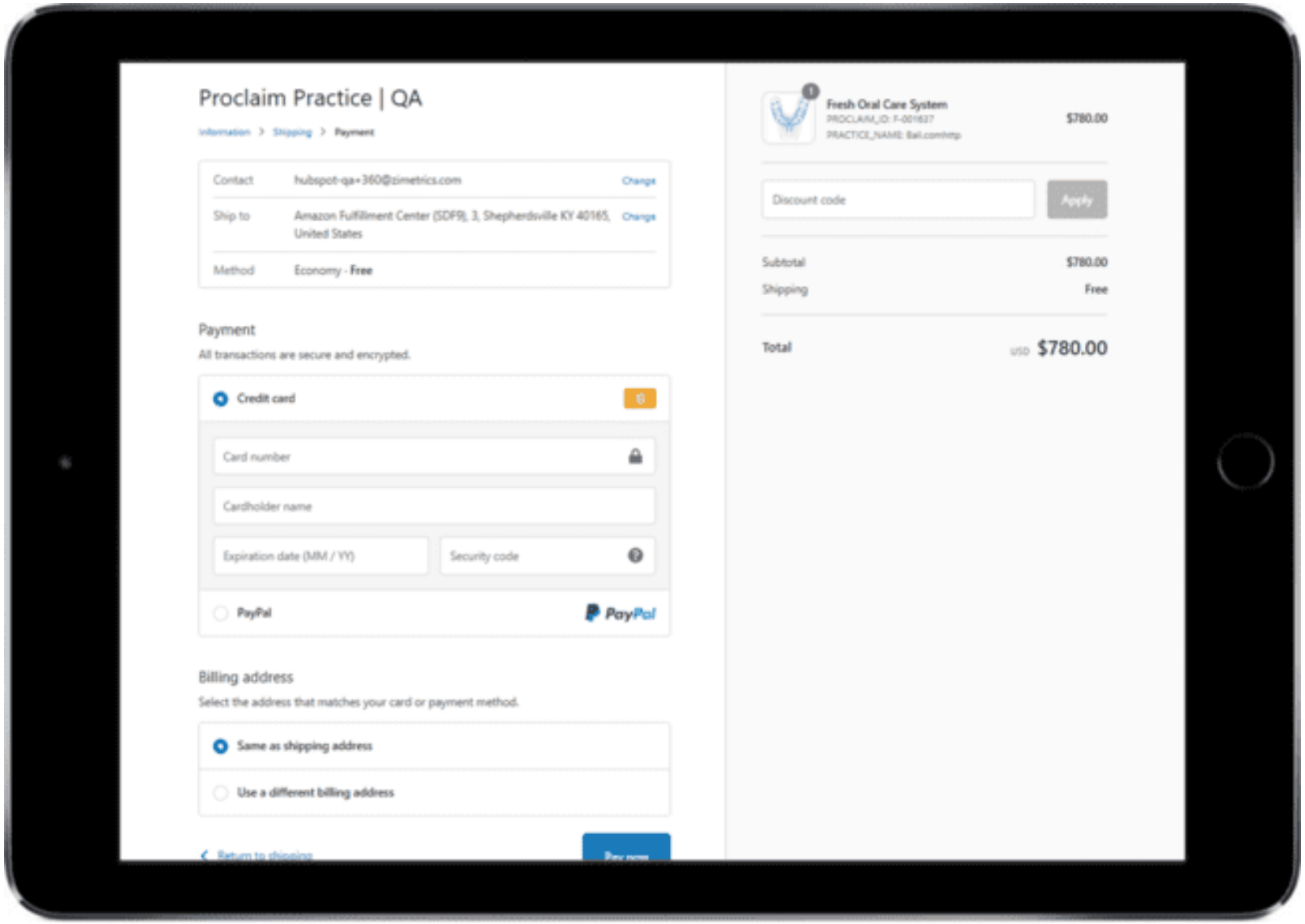

Martech & eCommerce Integration

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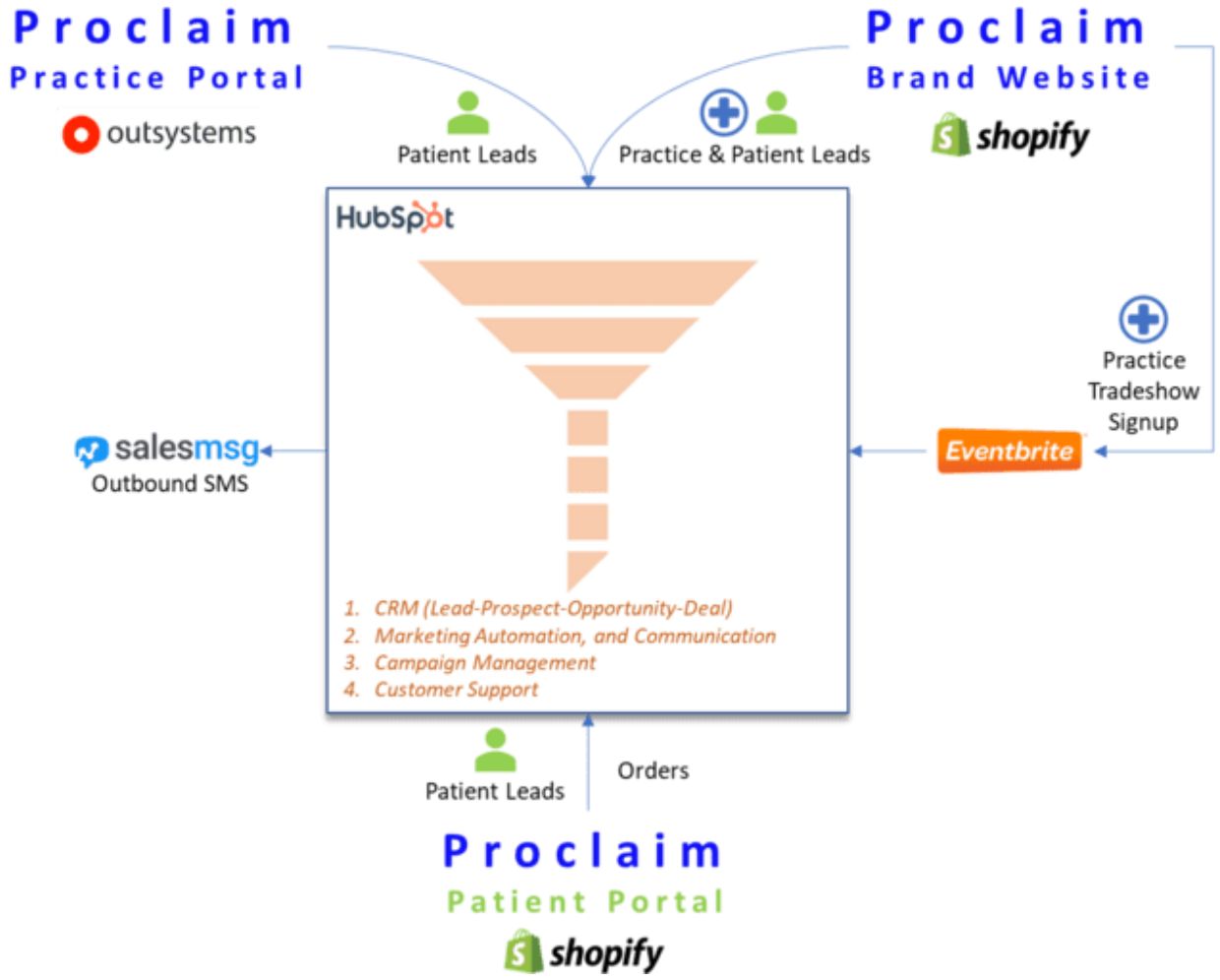

HubSpot

Lead generation, nurturing to conversion; marketing automation and case management

Shopify

Customer-facing brand website and portal leveraging eCommerce platform capabilities to sell Fresh and its associated products

OutSystems

Practice portal to enable dental practitioner market and sell the products

Eventbrite

Integration with the brand website and HubSpot to capture participating practice leads to drive marketing campaigns

Martech: Attribution Modelling & Insights

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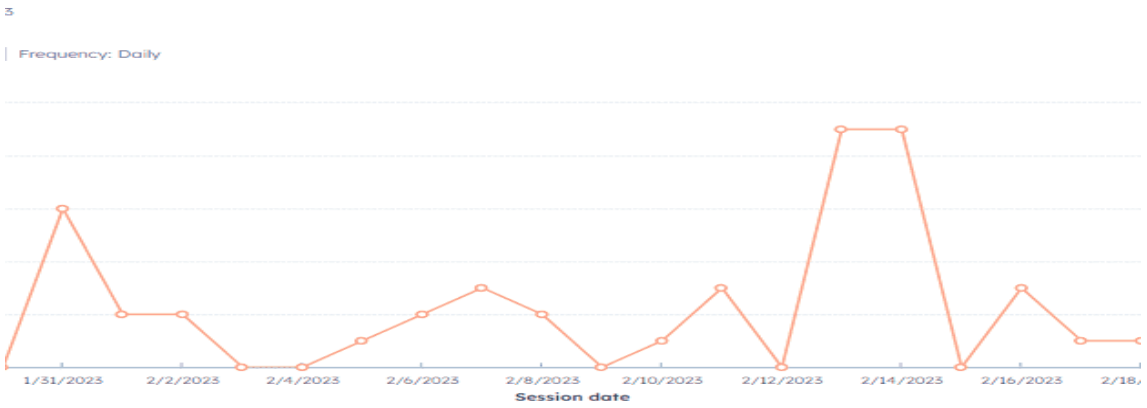

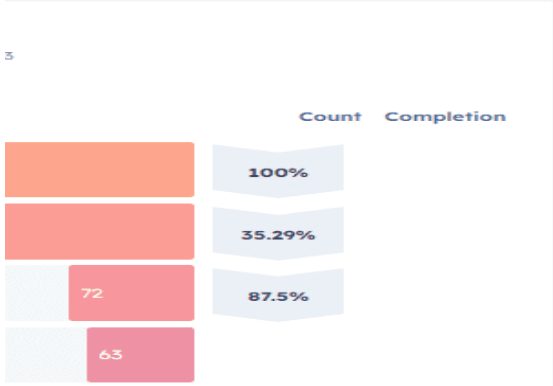

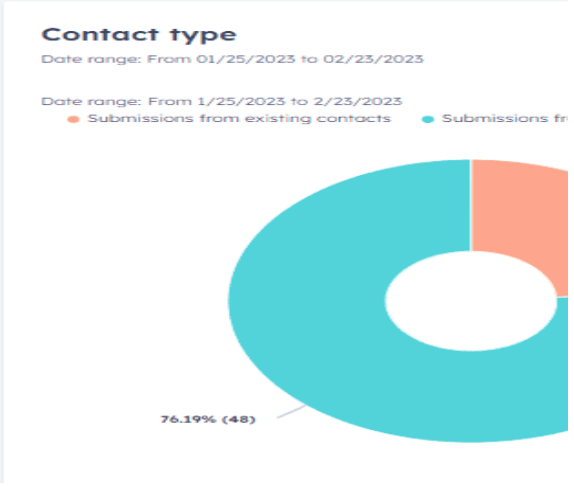

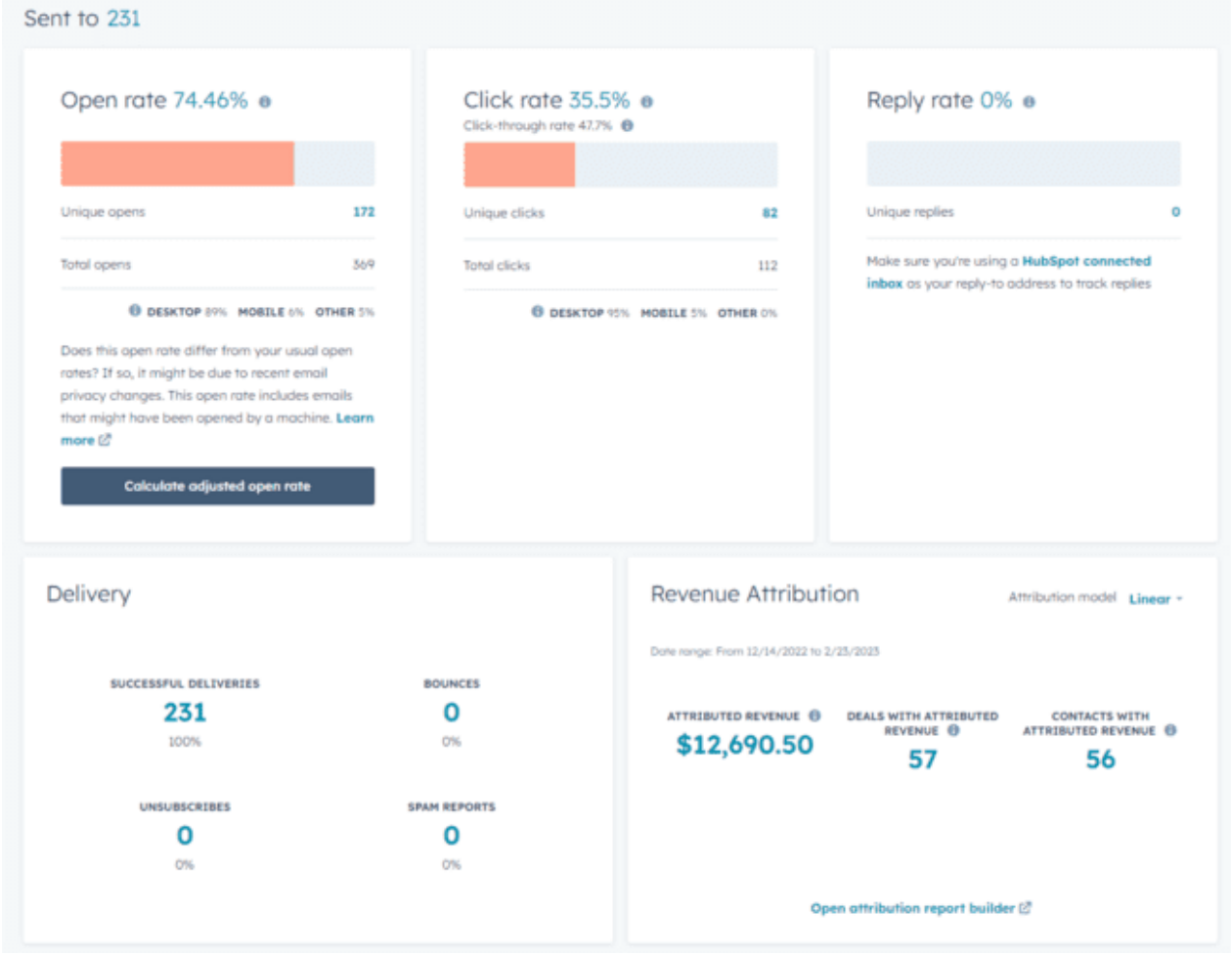

Success story 3

Global Medical Devices OEM Leader

**"Empowering MedTech Innovation : From Edge to AI,
How Zimetrics scaled a Customer's Data Vision to Reality."**

- Core Big Data IoT Platform : 5M+ connected Devices and Users
- Data Science Workbench : 25+ Analytics use cases activated
- Build for Scale : 40M+ invocations / day for IOT ingestion, web dashboards, and remote monitoring functions across 32 countries
- Lightning-Fast Experiences : Supports < 2-digit milliseconds read / write latency
- Composable API Led Ecosystem : Collaborative Healthcare, elevated patient autonomy
- Uncompromised Data Protection : HIPAA, GDPR, and CCPA Complaint
- Accelerated Time-to-Insight and streamlined research practices
- Program Management and Data Governance framework

MEDTECH

Data Engineering, IoT, Cloud Platform, Data Science

Engagement with **100+** member distributed team

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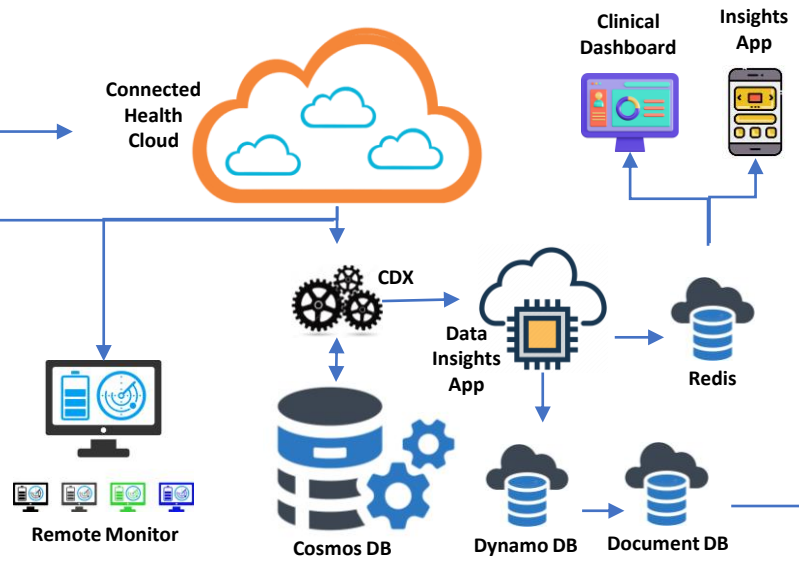
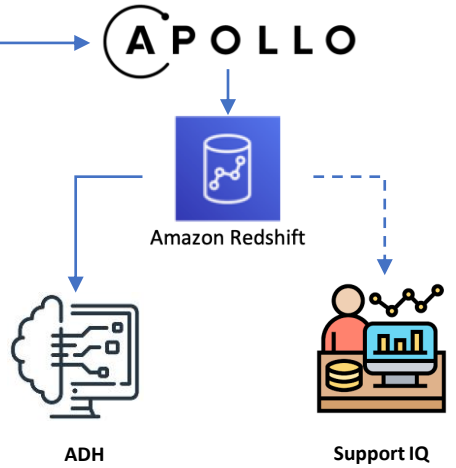
Connected Diabetes Care – Case Study

Edge Digital Experience

Cloud Data Engineering



Clinical Data Science



Ecosystem

Horizontal Enablement

- Release Management – Fully Configured CI/CD Pipelines (DevOps for Cloud and Regional On-Prem Apps)
- RunOps – Diagnostic ELK Dashboards, Field Surveillance (User Reviews), SaMD process for L1/L2/L3 management
- Documentation – Design I/O, Verification and Validation, Tools Validation

Stack

Flutter, Dart, Kotlin, Swift, cucumber, JS, python, SAUCELABS, JUnit, appium, aws, APACHE STORM, Amazon MSK, redis, spring boot, JUnit, JFrog, logstash, elasticsearch, kibana, R4J, MICRO FOCUS Fortify, New Relic, sonarqube, Amazon Cloudwatch, AWS CloudFormation, Amazon Athena, AWS Glue, Amazon SageMaker, Power BI, Amazon DynamoDB, Amazon RDS, Amazon S3

Engagement – Partnership Overview

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PROGRAM NEEDS

- Sensitive workload on public cloud
- Consolidate offerings under single umbrella engineered from end-user perspective
- Competing products in the stack that are independently successful, need to live
- Federated ecosystem of data that allows partners, patients and subsidiaries to contribute / consume data
- Build digital experiences around these data ecosystem
- Shift from HCP to consumers, putting Patients at Centre stage

CHALLENGES

- Significant framework evolution from established On-Premise practices to public cloud
- Inconsistent ecosystem of policy, procedure and practices
- Existing solutions were crosscutting several groups, Migrating these distinct tech to a common cloud platform
- Siloed charted groups owning different aspects of same data such as clinical trials, data science, HCP tech
- Moving from tribal practices to governance framework that cut across ecosystem

WHAT WE DID

- Creating product and tech strategy
- Validating these strategies through PoCs
- Migrating tech stack
- Engineered Cloud Data Platform
- Data QA and Test Automation
- Building Data Science solution to enable insights
- Analytics engineering and Ops tech to drive digital workflows
- Program Management and Governance Practices

Data Hub Solution Architecture

Access Tier

Desktop VDI

Tableau | TRIFACTA | Notebooks | Minitab | Workflow | MATLAB | Python | Workbench | Publication

Compute Tier

DATA HUB - COMPUTE CLUSTER

- Export Import Server Cluster
- MATLAB Parallel Server Cluster
- Jupyter Hub & Server Cluster
- SageMaker & GPU Server Cluster
- Tableau Server Cluster
- AWS Athena SQL Service
- Publication Engine Cluster

Cache Tier

- TDE
- Cache-DB

Data Tier

- Cache Apps
- Aggregate Apps
- Transformation Apps

IDENTITY VAULT — STORE — RE — Identity Vault

DID USER STORE — Data Store — DID Identity Vault

- Metadata Store (Atlas)
- Nav Flows
- Feature Store
- Consents Store

ENTERPRISE DATA HUB

- L4: QUASI STATICS
- L3: AGGREGATES
- L2: CURATED DATA
- L1: DATA LAKE

USER GROUP PRIVATE DATA STORE

Data Integration Tier

Consent XE

Data Sources

SaaS Sources | Streaming Sources | Ent .Apps | File Sources | IT CDH

User Data Import Export

SSO

HSM

Orchestration

Operational Insights

Healthcare Care Practitioners Application

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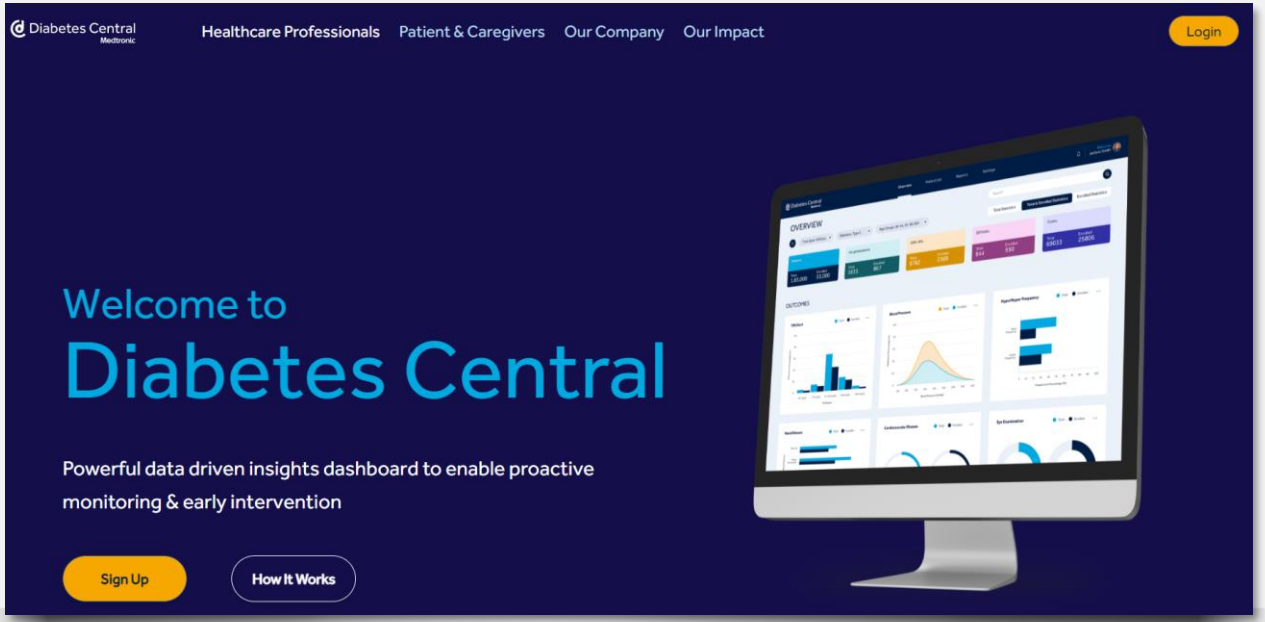
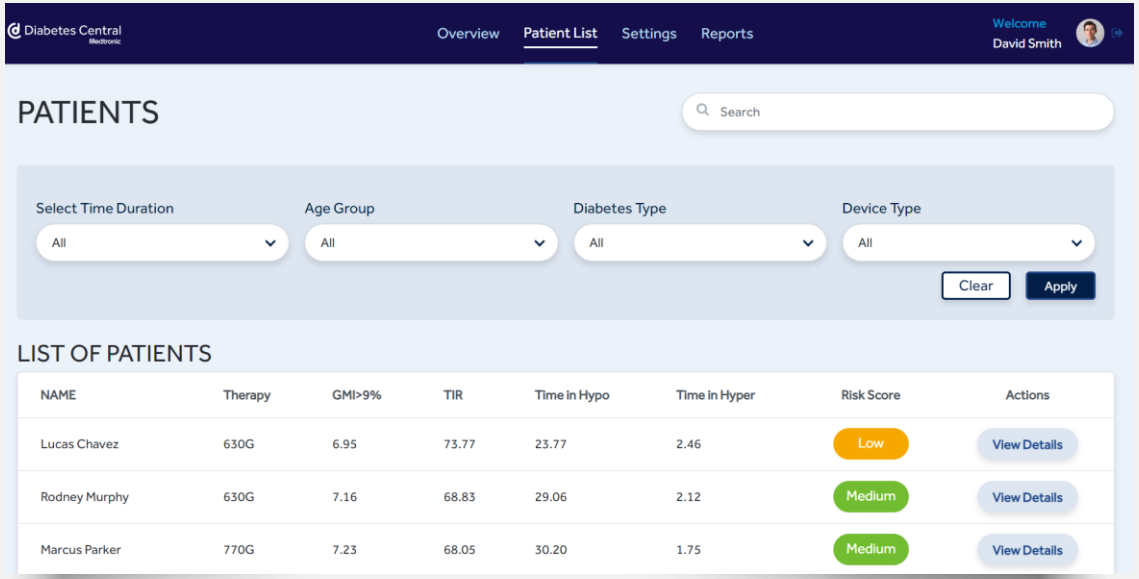
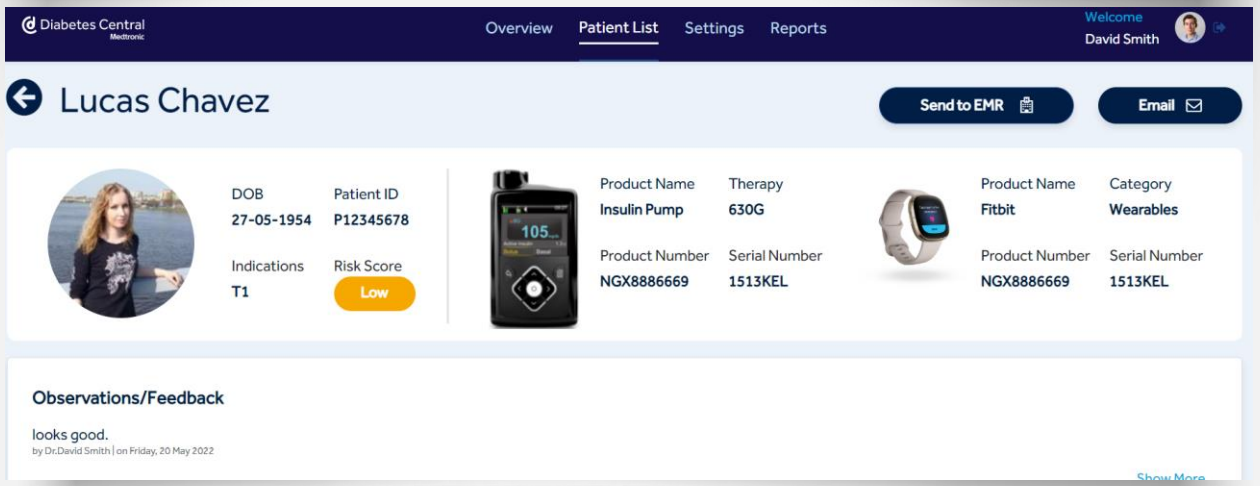
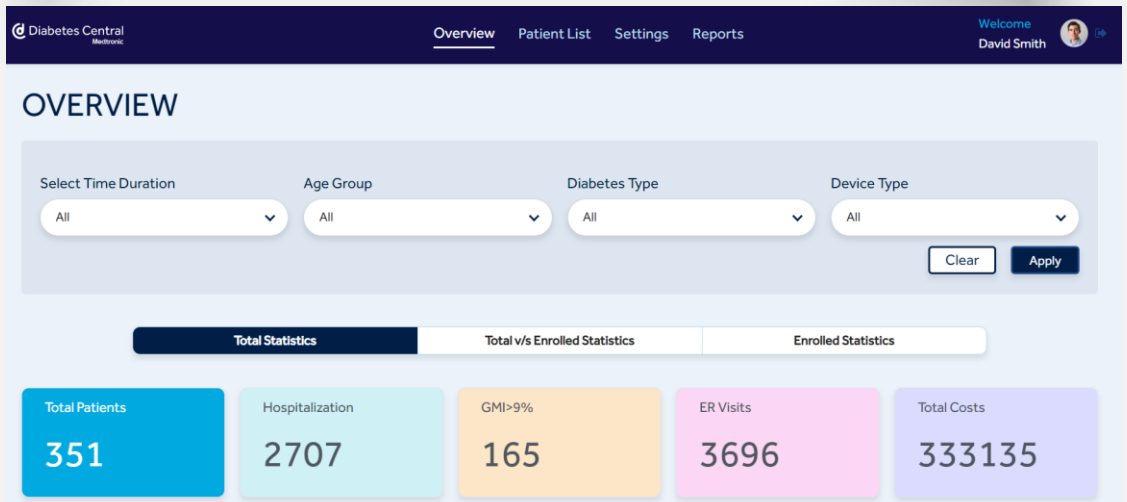
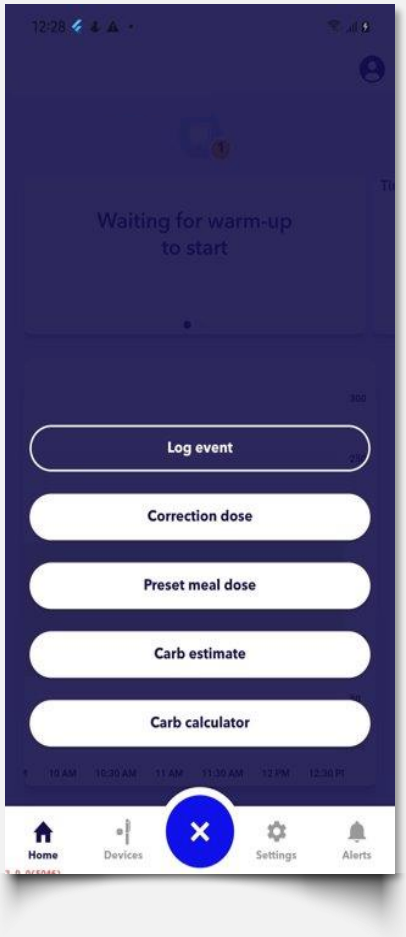




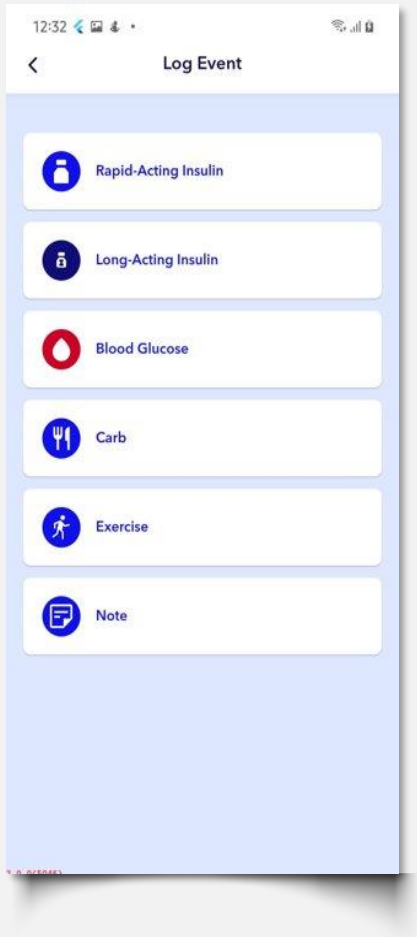




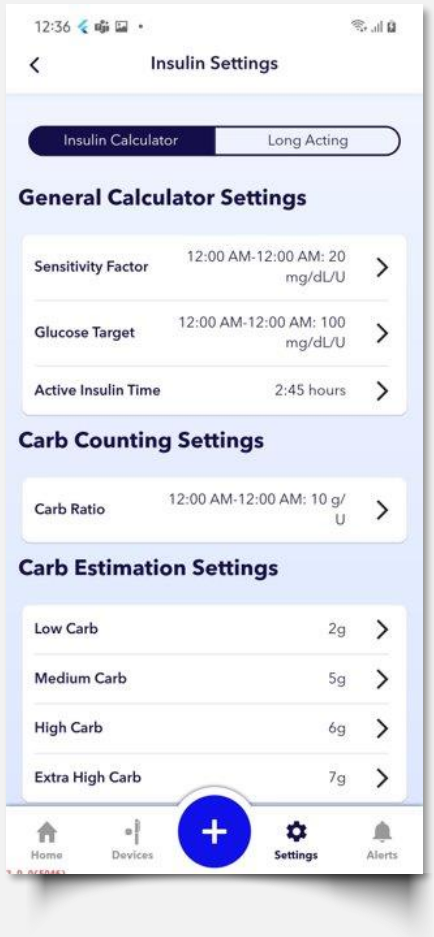
Integrated System Application for Continuous Glucose Monitoring (CGM)



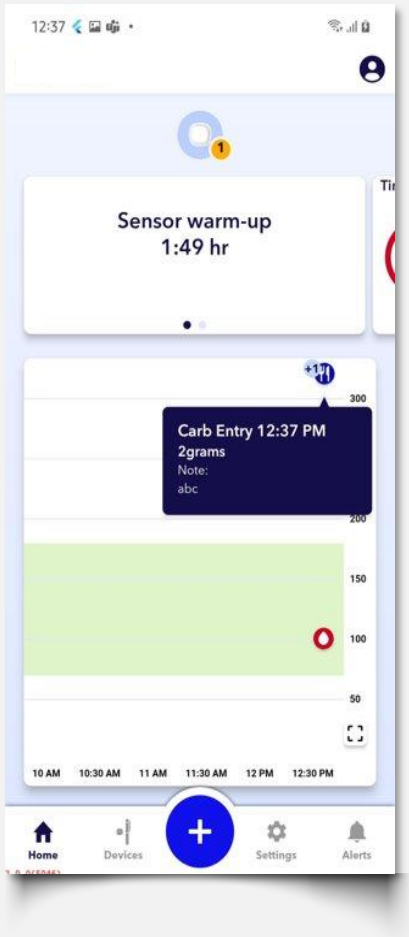
FAB menu - This screen shows the Log event and the set Meal therapy options



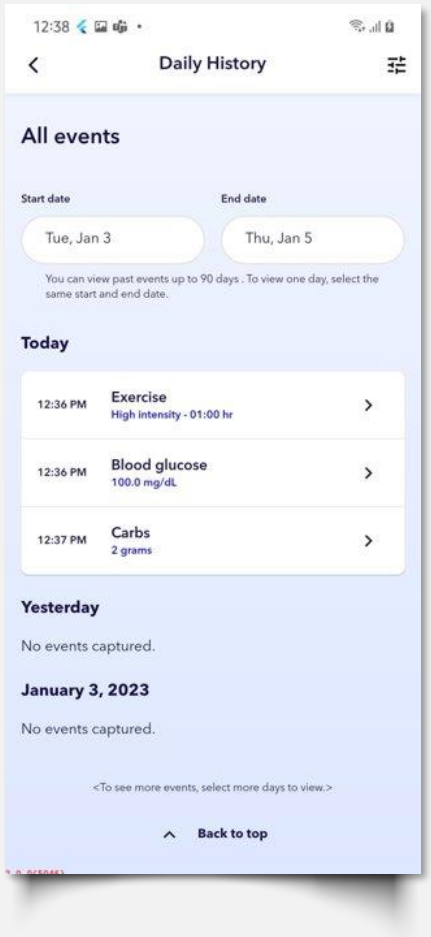
The Log event options with there icon



Patient's Insulin Calculator settings in Insulin Calculator tab



Patient's log data on CGM graph with logging time and its value



History of the logged events

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Thank You !

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