



TRANSPORTATION COMPANY: CLAIMS HANDLING

CLIENT PROBLEM

The company faced **slow and error-prone insurance claims processing** due to manual reviews and siloed data from multiple sources. This led to high operational costs, erroneous settlements, and lost revenue. The company needed a data-driven solution to streamline claims management, reduce overpayments and mitigate delays.

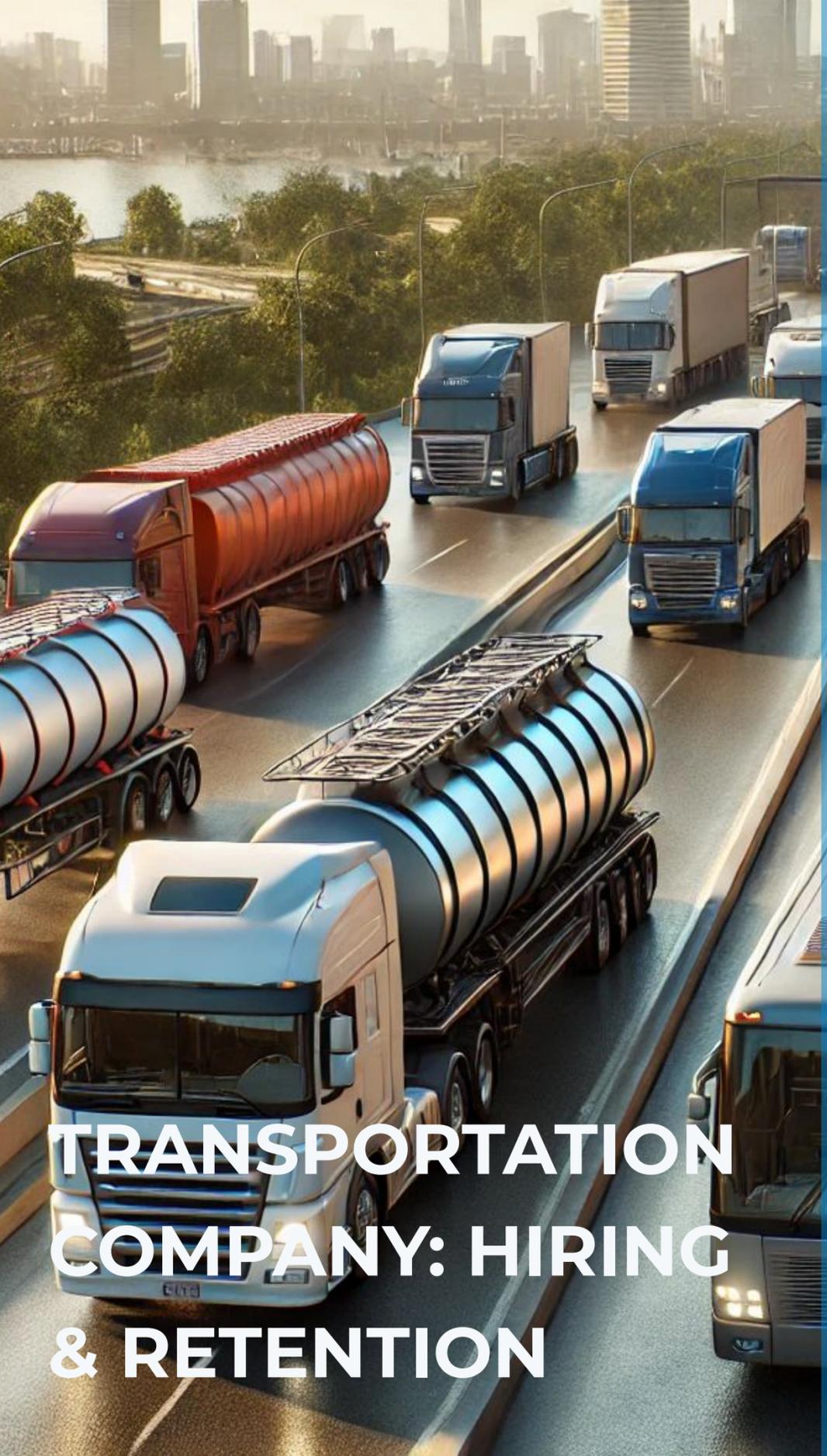
WHAT WE DID

CloudFactory provided an **AI-driven claims processing solution** by developing a claims assessment model that integrates data (RAG) from past incidents, legal outcomes, and environmental factors. The model prioritized and flagged claims based on predicted resolution times and risks, enabling faster decision-making.



RESULTS + VALUE

AI-guided agents executed claims up to **10x faster, while also enhancing accuracy**, reducing overpayments and improving fraud detection metrics.



TRANSPORTATION COMPANY: HIRING & RETENTION

CLIENT PROBLEM

Chronic high employee turnover in critical roles led to high recruitment costs, while disrupted operations negatively impacted customer satisfaction. The company needed a modern and intelligent approach to hire and retain talent.

WHAT WE DID

CloudFactory provided their AI Solutions Engagement service to **build predictive attrition models based** on historical employee data, helping companies identify traits that lead to high retention. The solution ranks candidates for better hiring decisions and flags at-risk employees for targeted retention efforts.



RESULTS + VALUE

The new model enables more informed hiring decision and reduces turnover, **saving a projected \$1 million annually**. The approach also led to improved safety and enhanced operational efficiency.