



Welcome @ P&V's Analytical Journey

Christophe Desomer

- @ P&V since 2001
- Role: Process Analyst Continuous Improvement Claims
- Last year implementation of new Claims application and responsible for the implementation of reporting

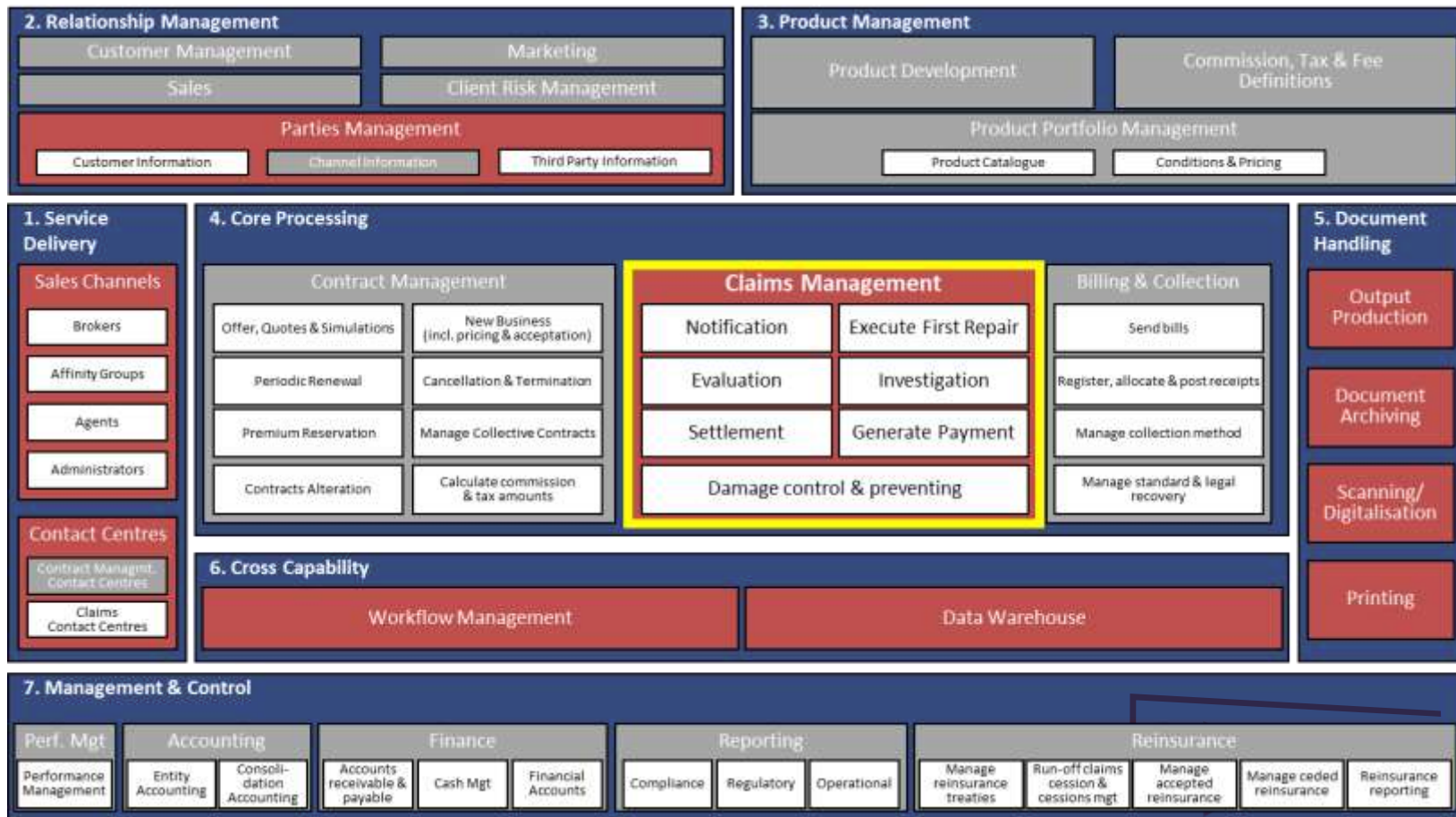
Michel Ausloos

- @ LACO since january 2016
- Role: Senior Consultant / Data Visualization & Analytics
- Several BI and visualization projects in the last years (P&V, Securex, Derbigum, Audi Brussels,...)

Cooperative Insurance company founded in 1907.

- Existing brands: P&V, VIVIUM, PNP, Actel and Arces
- Location: Brussels – Antwerp
- Employees: 1.625
- Net benefice (2016) 121 500 000€
- Solvency II capital ratio of 141%

Company's Structure



LACO – Partner in a changing world



Financially Sound

- Founded in 1986
- Strong balance Sheet
- Revenues of €13M

Strong expertise in Business Intelligence

- + 105 consultants
- + 2000 menyears of experience
- Loyal customer base

Delivery Model



De tijd 25/05/2017, Hilde Vernaille ceo P&V group:

**Verzekeraar P&V
bereidt digitaal
offensief voor**

New program Claim 2.0

-  Implication of the claim handlers
-  Support during the claim handling
-  Easy and transparent procedures
-  Personal service delivery
-  Efficiency
-  Reporting and monitoring in real time
visualization of historical data



AGENTS



CLIENTS

Priority number 1 is the satisfaction of our clients



SATISFACTION CLIENTS



Responsability & engagement of our employees



ENGAGEMENT OF EMPLOYEES



Managing of operational cost



REDUCTION OPERATIONAL COST



Pay the correct cost



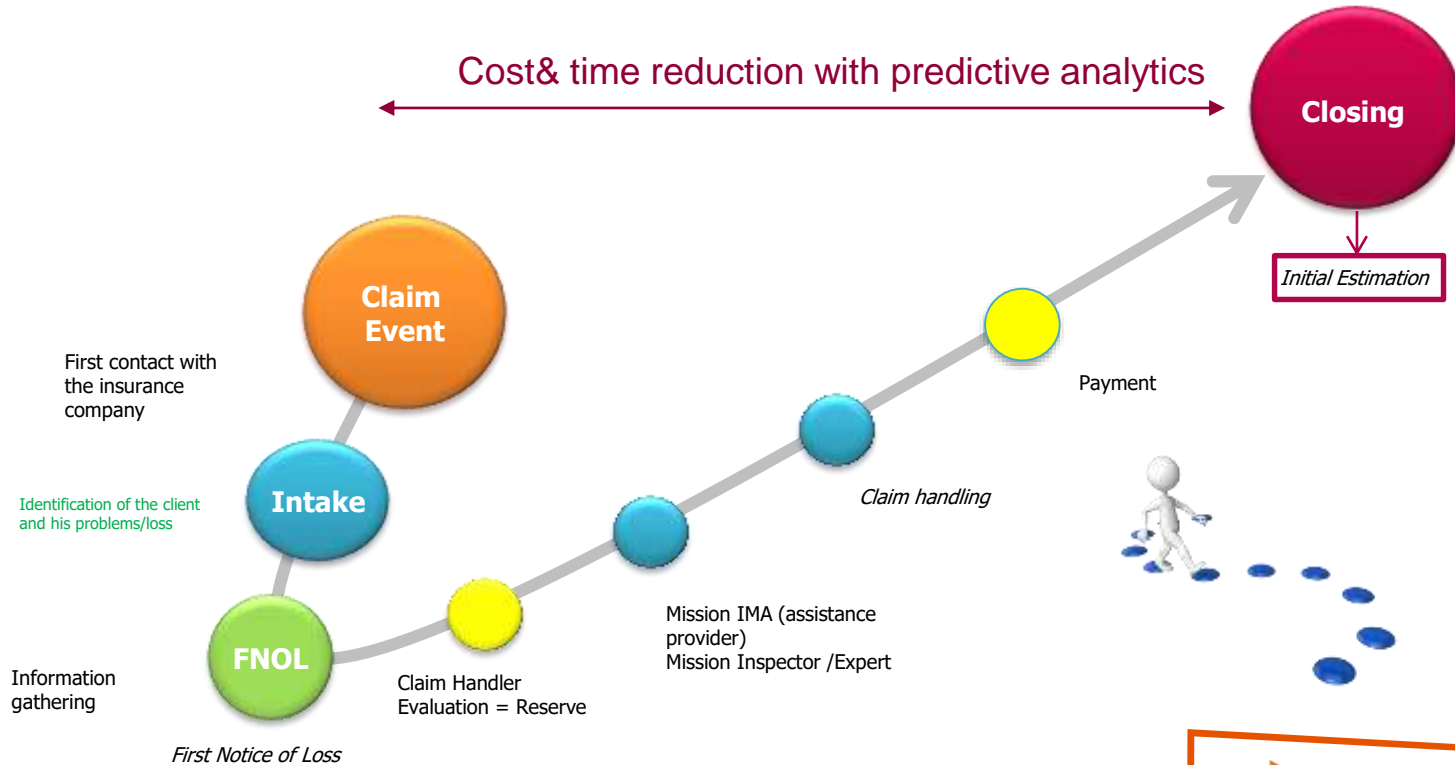
Managing the indemnity cost



Proof of concept analytical case.

1. Prediction of amount of storm claims after a storm event.
2. Prediction of the storm location and category of storm.
3. Link with external weather data.
4. Prediction of the workload for the claims department / workload for the assistance provider.
5. Reservation of the internal/external inspectors and their work location.
6. Prediction of the financial impacts.
7. Prescriptive modelling focus on process automation

3 Analytical approach:



Analytical approach:

- View on the existing datasets @ P&V (historical – real time)
? Can we see storm events in datasets
? Storm event <> FNOL (first notice of loss)
- Construction of the ABT tables / timeseries.
Belgium – by province – by postalcode.
- Regression analysis of the data on 3 parameters:
#claims on event date, #claims event + 7days, #customers
- Visualisation in SAS Visual Analytics (statistical functionalities)

Analytical approach:

Result:

- Visual presentation of the storm events
- Prediction of the workload
- Future steps.

Analytical approach:

Summary:

- P&V effectiv started digital journey with goal prescriptive modelling.
- Model will be fine-tuned with each new event/storm.
In x – time/storms we will have a full proof model.
Self learning system / train the model
- First operational reporting afterwards predictive modelling.



Thank you for your attention.
More questions?