



**Fleet Conference  
& Exhibition**  
AND FLEET AWARDS

**MAY 23-24**  
ROSEHILL GARDENS  
RACECOURSE SYDNEY

# Insurance and the Convergence of Technology & Data

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JIM DAVIS

Vice President of Insurance

GEOTAB

LUKE KELLY

Director

FUSE FLEET (DKG)



01

**Introduction**

# A World Leader in Connected Vehicles

Helping businesses make real time, data-driven decisions



## Deliver Benefits to Our Customers

Risk mitigation, improved claim outcomes, premium savings, solution subsidies and improved customer & driver experience



## Risk Management Innovation

Collaborate with customers, insurance organizations, OEM's, data providers and marketplace partners to improve prediction



## Safety & Claims Products

Integrated dashboards, mobile, connected insurance programs with data driven insights and process efficiency improvement

**3.3 million+** connected vehicles | **40k+** Fleets | **500 partners** | **2,200 employees** and offices all over the world

# SMART FLEETS

Dynamic insurance powered by data for safer fleets and reduced premiums



DATA ANALYTICS

## Safer fleets

Innovative AI-driven solutions convert GPS data into crash probability to prevent accidents



INSURANCE

## Fairer insurance

Dynamic usage-based insurance or UBI rewards safe driving for fleets and reduces your premiums

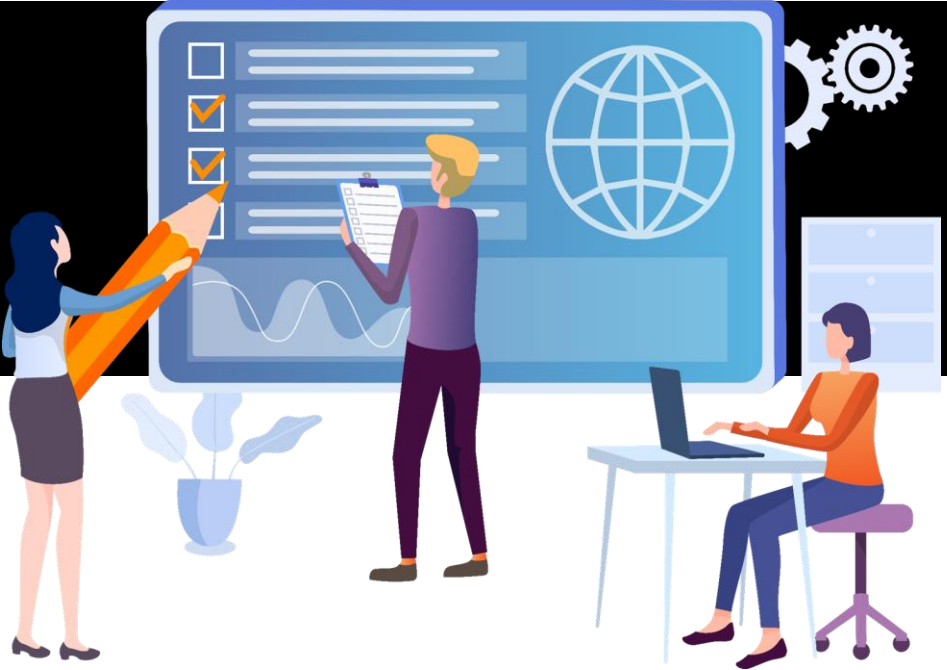


CLAIMS

## Faster claims

Better, faster and more cost efficient claims with our fully digitally enabled claims management solutions

# Where are You **NOW** on Your Telematics Maturity Journey?



## Level 1

### Nothing

- No telematics usage
- Disconnected and isolated systems
- Higher than normal operational costs
- Low digital maturity

## Level 2

### Dots on the Map

- Tracking vehicle location
- Dispatch is primary usage
- Navigation
- Tactical usage

## Level 3

### Vehicle Centric

- Understanding vehicle state and operations
- Gather usage for regular maintenance
- Fuel economy
- Vehicle performance
- Vehicle speed and idle times
- Trouble codes and actions

## Level 4

### Driver Centric

- Compliance logging driven / ELD
- Improved overall safety and security
- Driver training
- Fatigue management
- Personalized coaching and feedback
- Reliable “eyewitness”

## Level 5

### Operations Centric

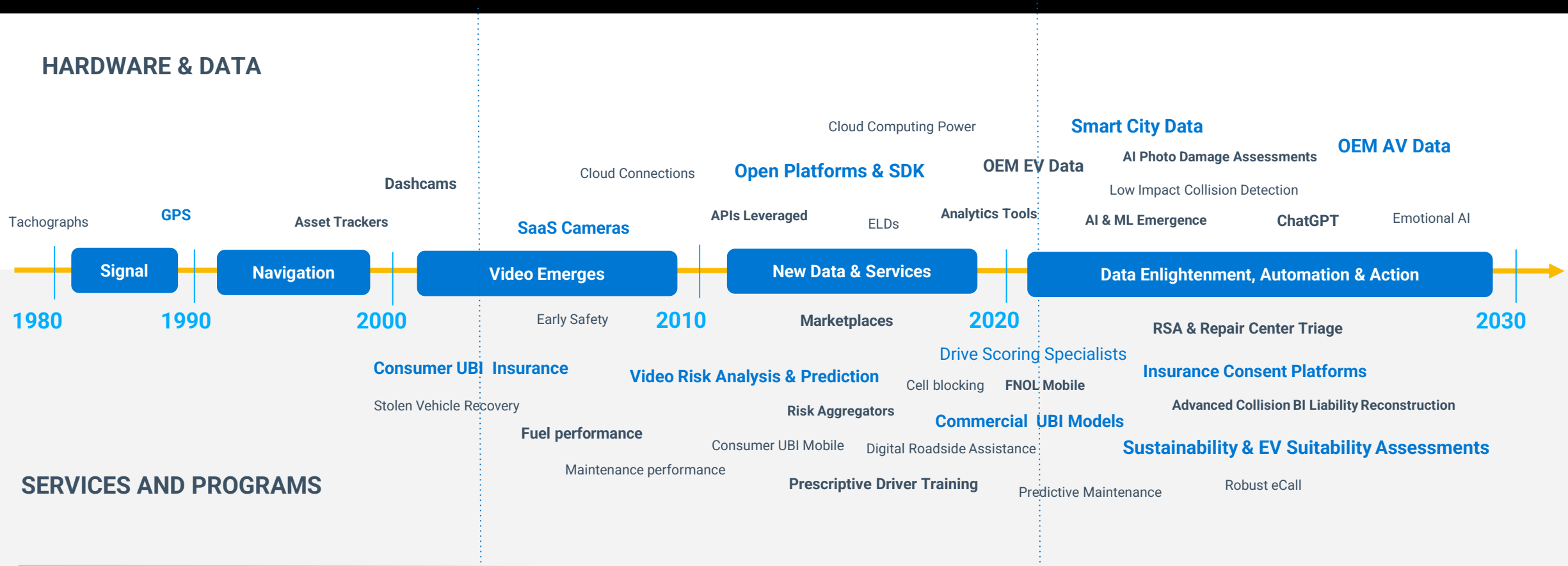
- Critically integrated into jobs and operations
- Reported out to business operations
- Electronic work diaries
- Traffic and efficient routing
- Electronic proofs
- V2X
- Strategic corporate-wide initiatives centered on telematics



02

Telematics

# Telematics Evolution: On the Road Back to Easy



## SIMPLICITY ERA

One solution, one call to action

## COMPLEXITY ERA

Increasingly disparate tech, too much data to properly manage from different places

## SIMPLEXITY ERA

**POWERED BY AI & ML MODELS**  
Single login, data & service integrations, actionable insights

# Insurtech Innovation and Growth

The rise of commercial platforms and programs are ready to help

**Insurtech** is the merging of "**insurance**" and "**technology**"

- Global & growing industry utilizing new technology
- Driven by big data, AI & services
- Disrupting 3 industries
- Engaging the insurance channel due to:
  - Connected vehicle growth rate, more data
  - Customer consented data access (devices & OEMs)
  - Complex, evolving business models underwriters



**Software Development Kits (SDKs) & Application Program Interfaces (APIs)** enable partners & customers flexibility to develop applications curated to specific use cases of safety & claims

## Innovation Abounds

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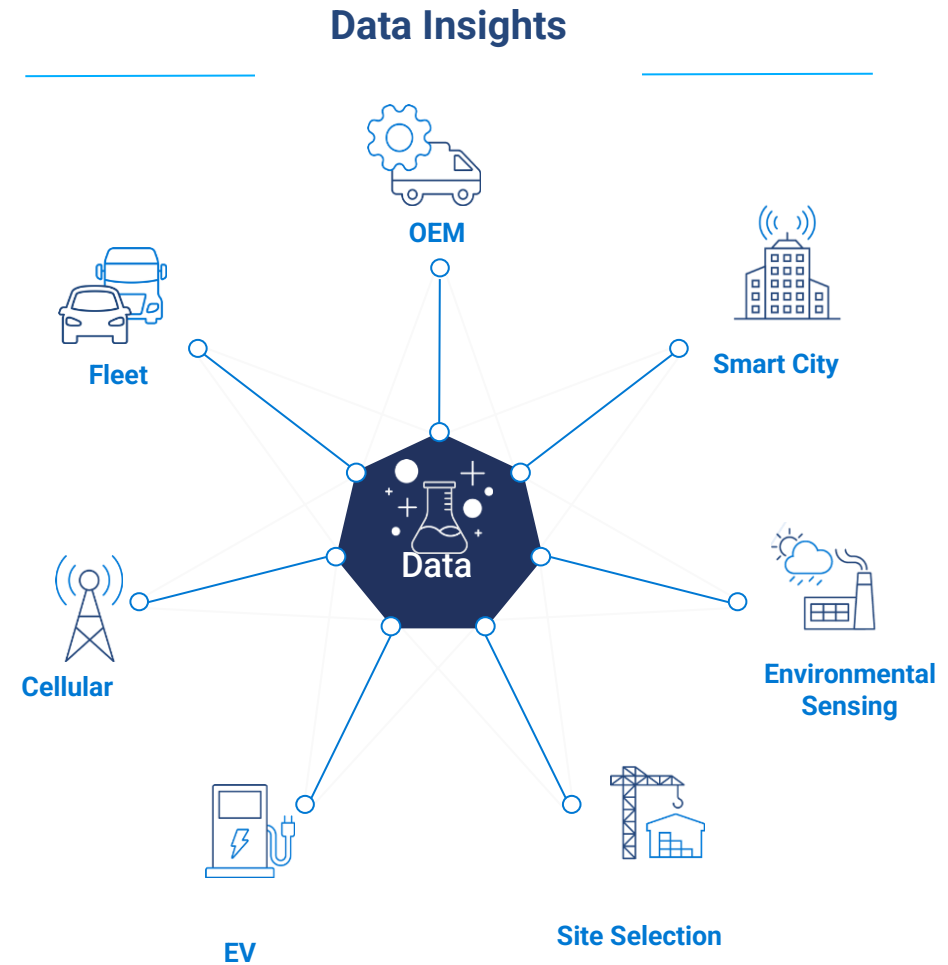
**SUPPLY CHAIN**  
Last Mile Delivery  
Trucking

**MOBILITY**  
Rental  
Rideshare  
Carshare



# Open Platforms & Data Insights

Device & OEM connectivity in a big data environments





# Range of Services with ROI

Single solution for all customers



**Productivity**



**Fleet  
Optimization**



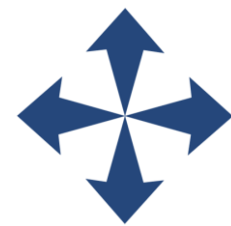
**Safety**



**Sustainability**



**Compliance**

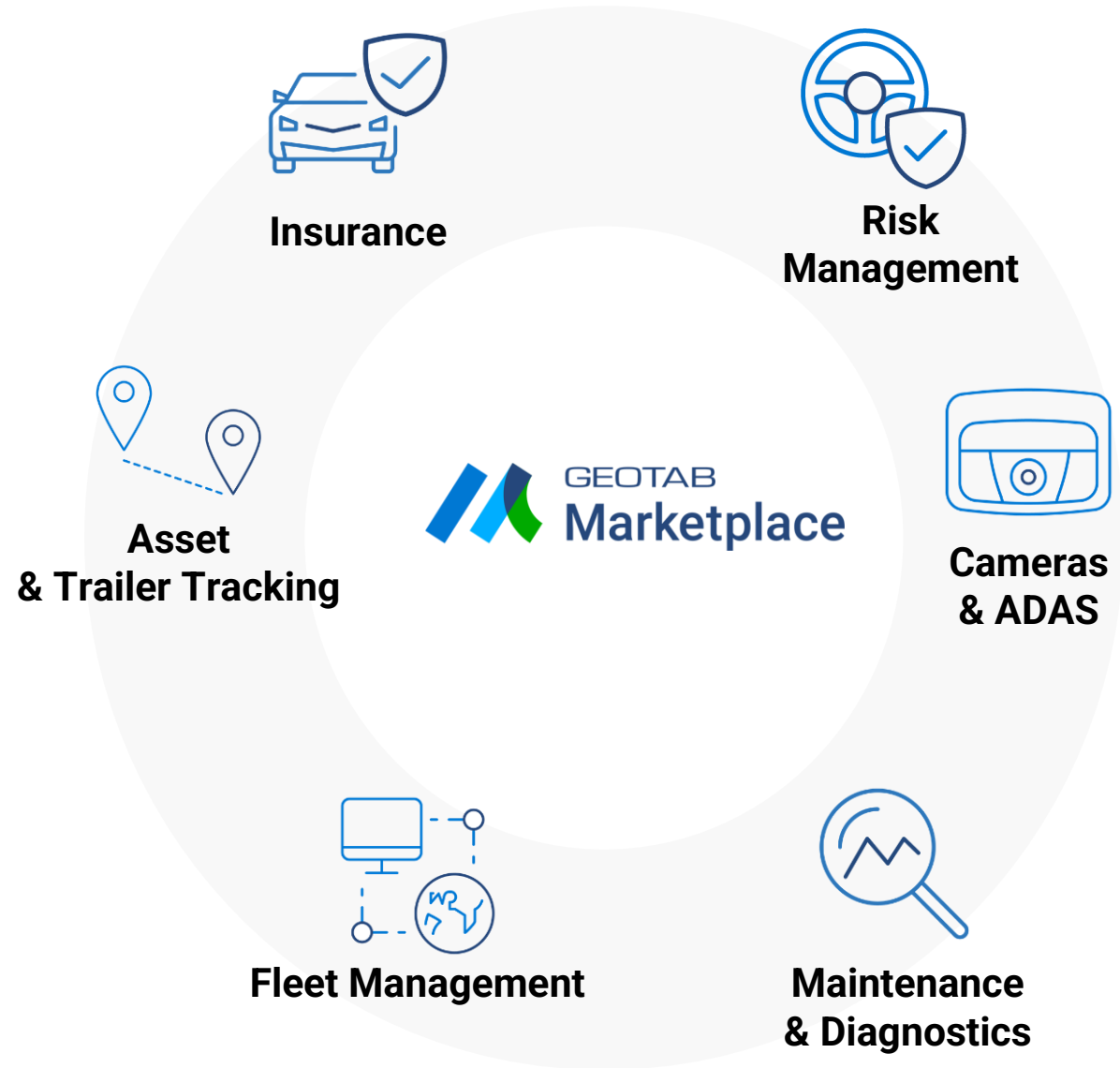


**Expandability**

# Marketplace Expandability



Insurance and Risk  
Management Integrations  
A view from a single pane of glass

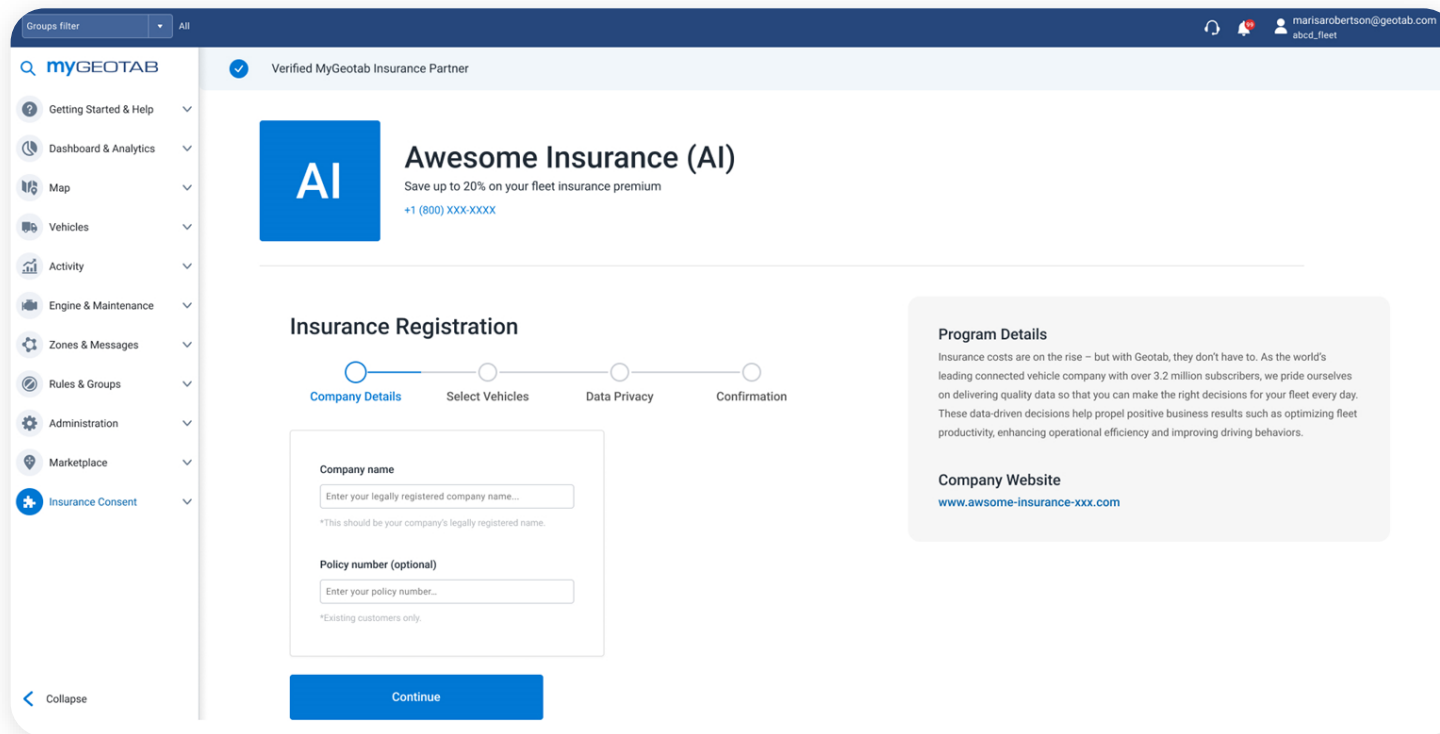


# Insurance Marketplace

## Removing friction from customer shopping

Leverage safety data for savings

- Embedded insurance shopping
- Customer digital data sharing consent



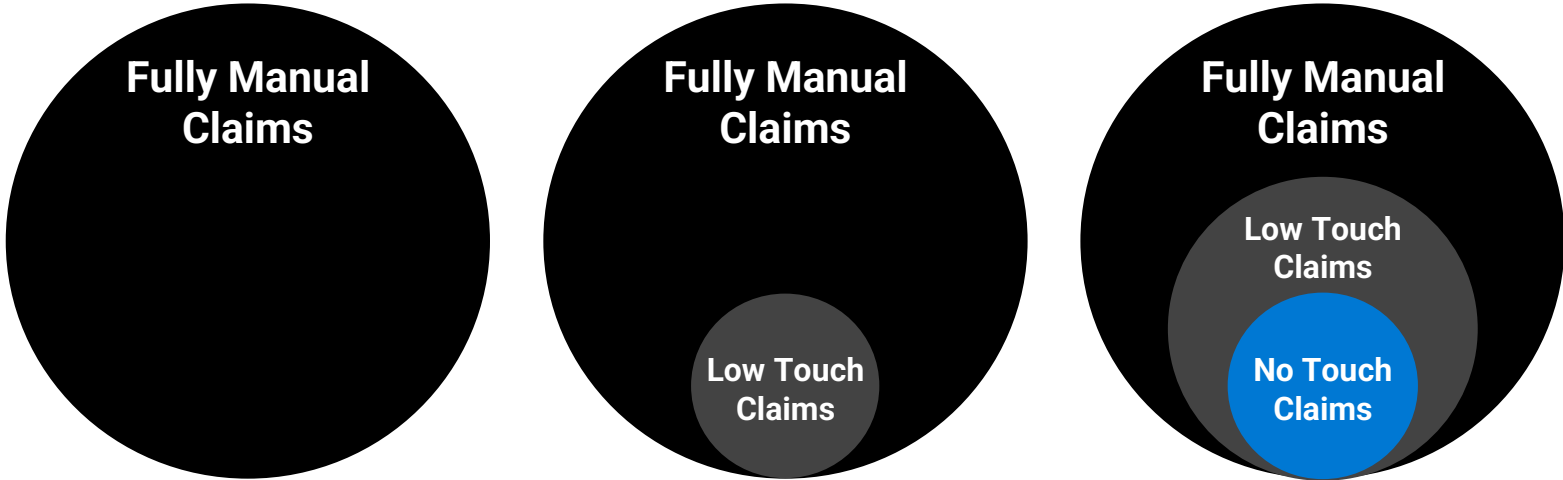
## Verticals

- Trucking
- Last Mile Delivery
- Specialty
- Field Services
- Public Sector
- Construction
- Small Commercial

# Digitization of Claims Processing

Touchless, connected claims experience

## Low and No Touch Claims



### Deloitte.

#### Future of Claims

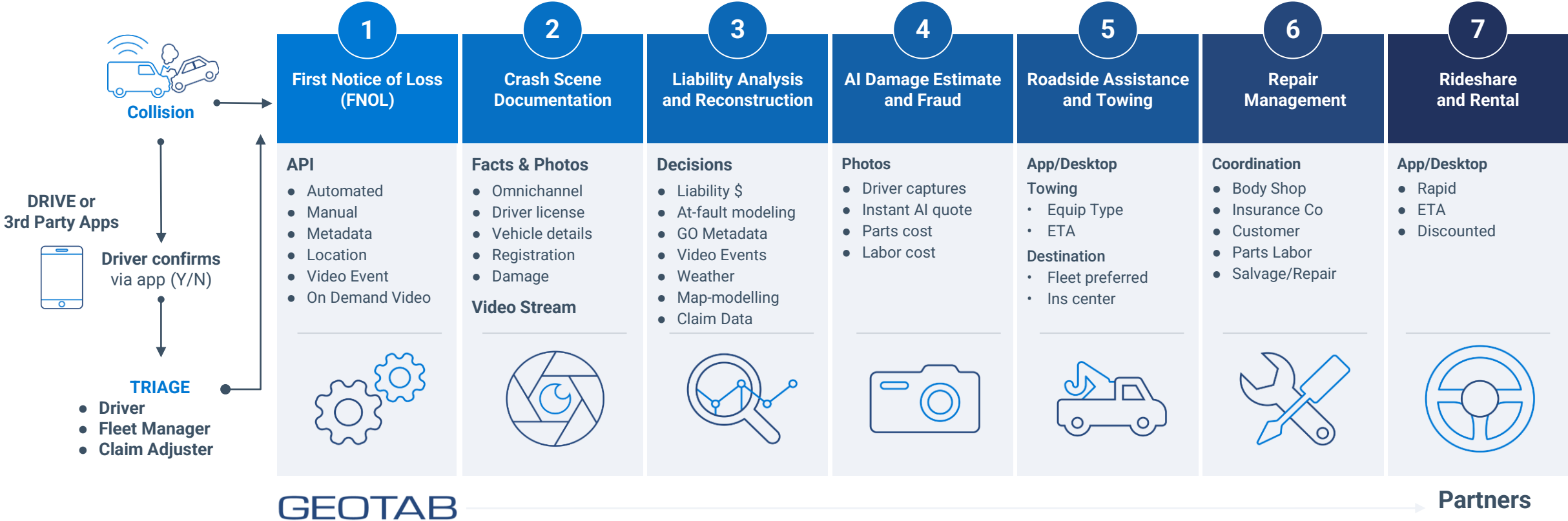
“...enhanced service delivery capabilities are now key to creating a nimbler organization that can quickly adapt in the face of continual change and uncertainty.”

Source: Digital Claims Processing: Hitting the reset button in insurance

<https://www2.deloitte.com/us/en/pages/human-capital/articles/future-of-claims.html>

# Digital Claims Transformation is Accelerating

Connect claims leveraging data and services



# First Notice of Loss and Collision Reconstruction

- Collision data instantly
- Analysed for claims & risk managers
- Real-time damage assessment
- Liability Investigation
- Weather
- Embedded dashcam player
- Driver crash scene documentation app
- App works with & without device



**Collision Detection**

Vehicle Name	Collision Score	Date	Time	Impact Points	Event Address
[Vehicle]	96%	12/15/2017	00:35:27	Left Center	Hamilton
AC, LV	95%	08/11/2020	16:25:12	Front Center	Las Vegas
[Vehicle]	93%				
[Vehicle]	91%				
[Vehicle]	91%				
[Vehicle]	90%				
[Vehicle]	88%				

**Activity Summary**

Events detected: 1766 (All time), 13 (Last month)

Events reviewed: 10 (All time), 10 (Last month)

**Device Information**

Vehicle Name: VW Golf (2G)  
Driver: I L (ivanlequerica@geotab.com)  
VIN: JMBXDG3WKZ012746  
Vehicle: Vehicle information could not be processed.  
Time of Collision: Sunday, March 24, 2019 06:26:39 pm

**Map View**

**WEATHER CONDITIONS** 03/02/2020 | 13:46 (GMT)

Mostly Clear 9°C  
Precipitation 0mm  
Wind 13mph

# FNOL Case Study

US Commercial Insurance  
Company

## Benefits:

- Claims efficiency and savings
- Touchless, faster FNOL and crash reconstruction

Incident  
handling time

↓ 42%

Claim cost  
reduction

↓ 20%

Disputed claims  
win rate

↑ 25%

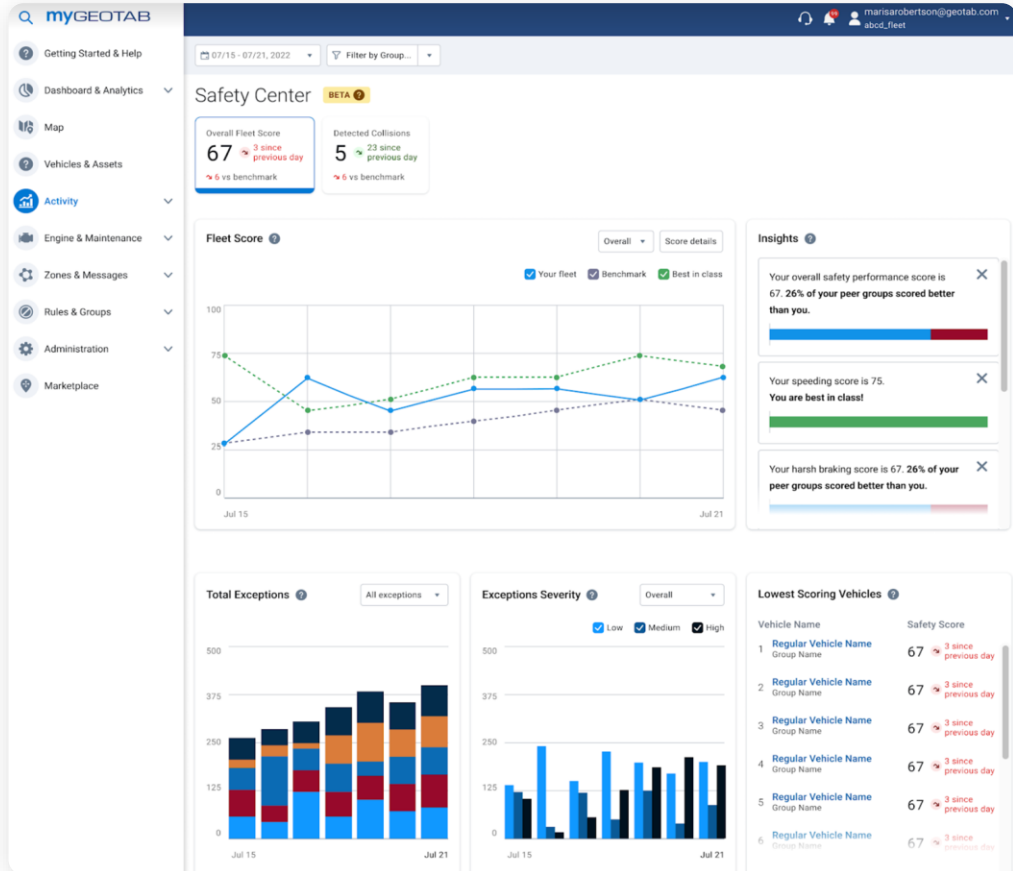
Legal costs

↓ 18%

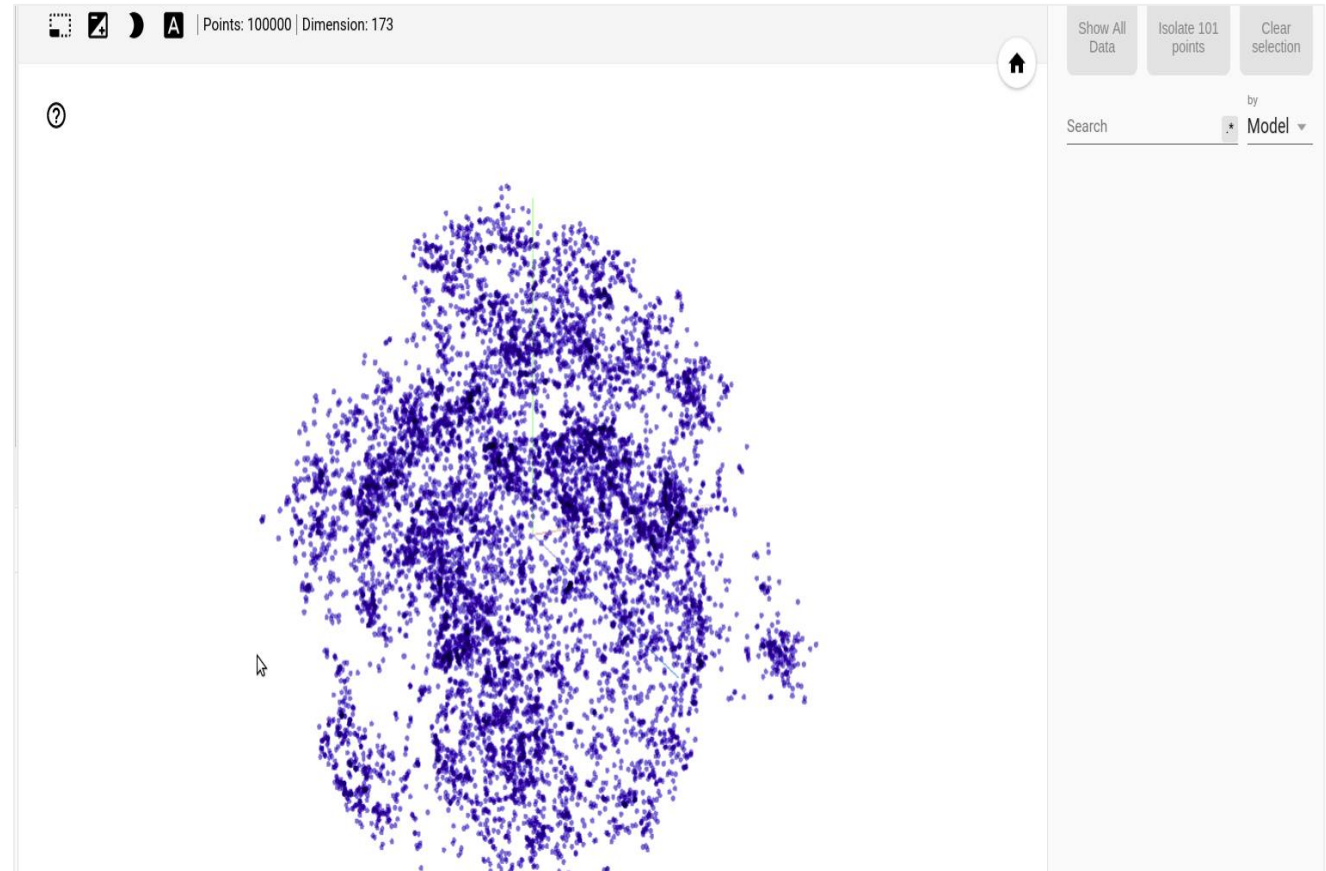


# Safety Monitoring and Benchmarking

Digital tools built on data and actionable insights



**Safety Dashboard:** Score and trending, active insights  
Coaching, leaderboards and system health monitoring



**Benchmarking:** Robust data to further understand performance  
Unique machine learning model that benchmarks using a 'digital match' model

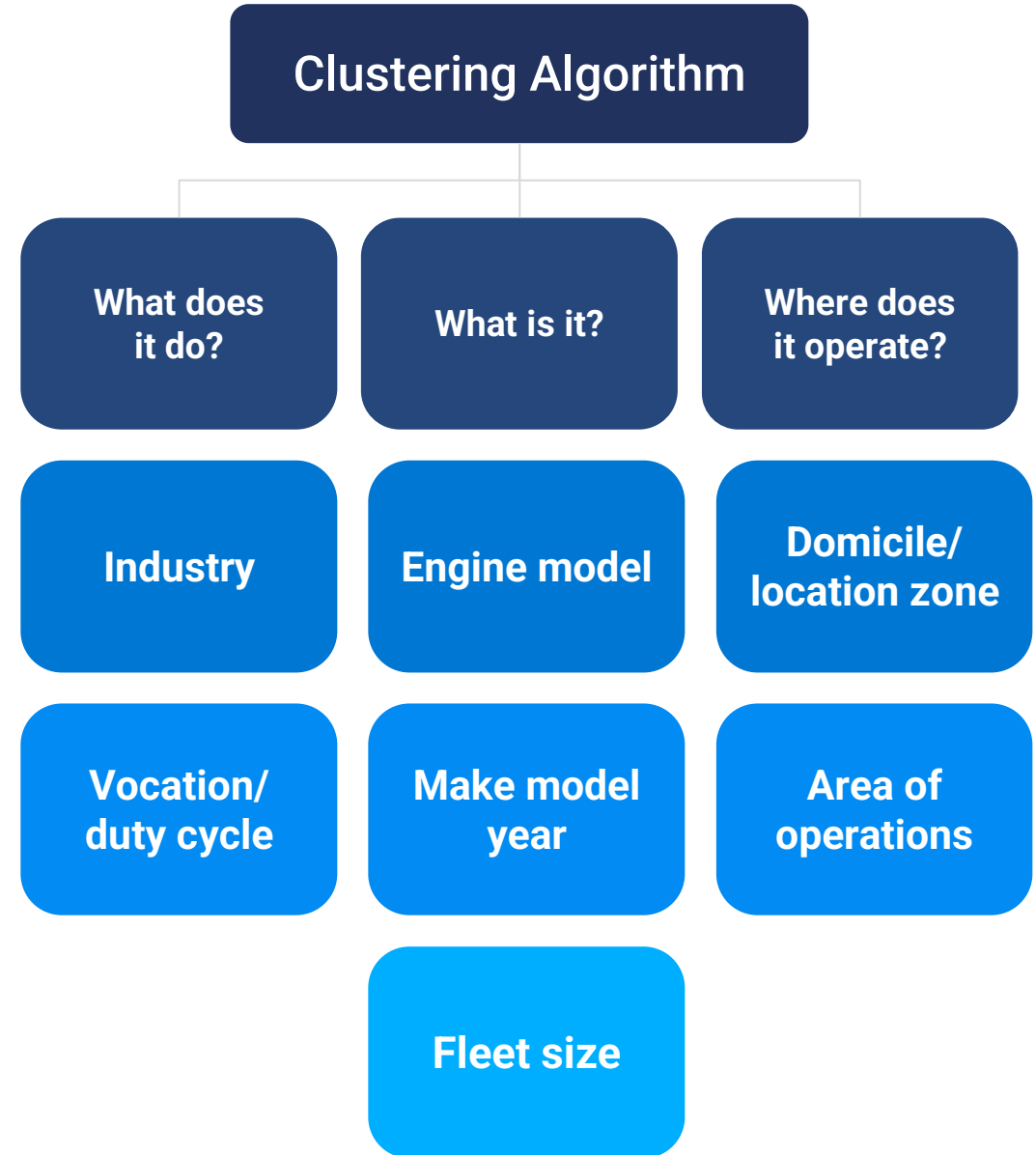
# Vehicle Level Benchmarking

Intelligent clustering

## 3 strategic pillars

Benchmark against combinations of these fleet slices

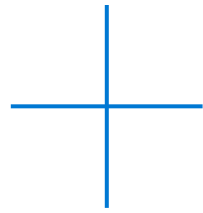
- Using a machine learning clustering algorithm to identify vehicles & fleets that are similar across features
- Group similar vehicles together to form a peer group of similar vehicles
- Leverage insights to coach your drivers relative to their own behaviour and their comparables



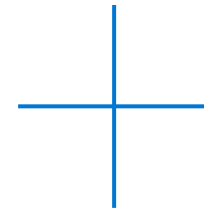
# Contextualize Data to Advance Safety

Containing wide and deep datasets

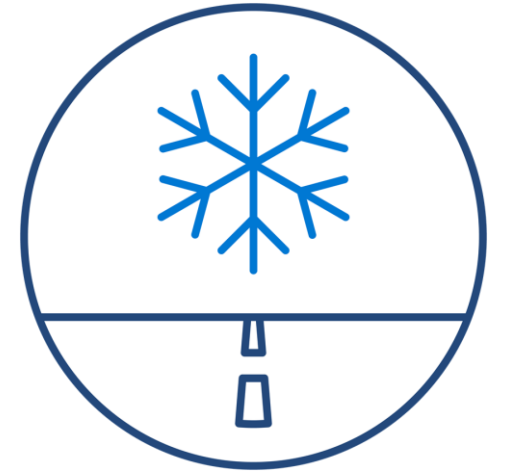
Is this  
**behavior** safe?



Is this  
**vehicle** safe?



Is this  
**environment** safe?



Provides 'the why?' data helps improve safety for all!

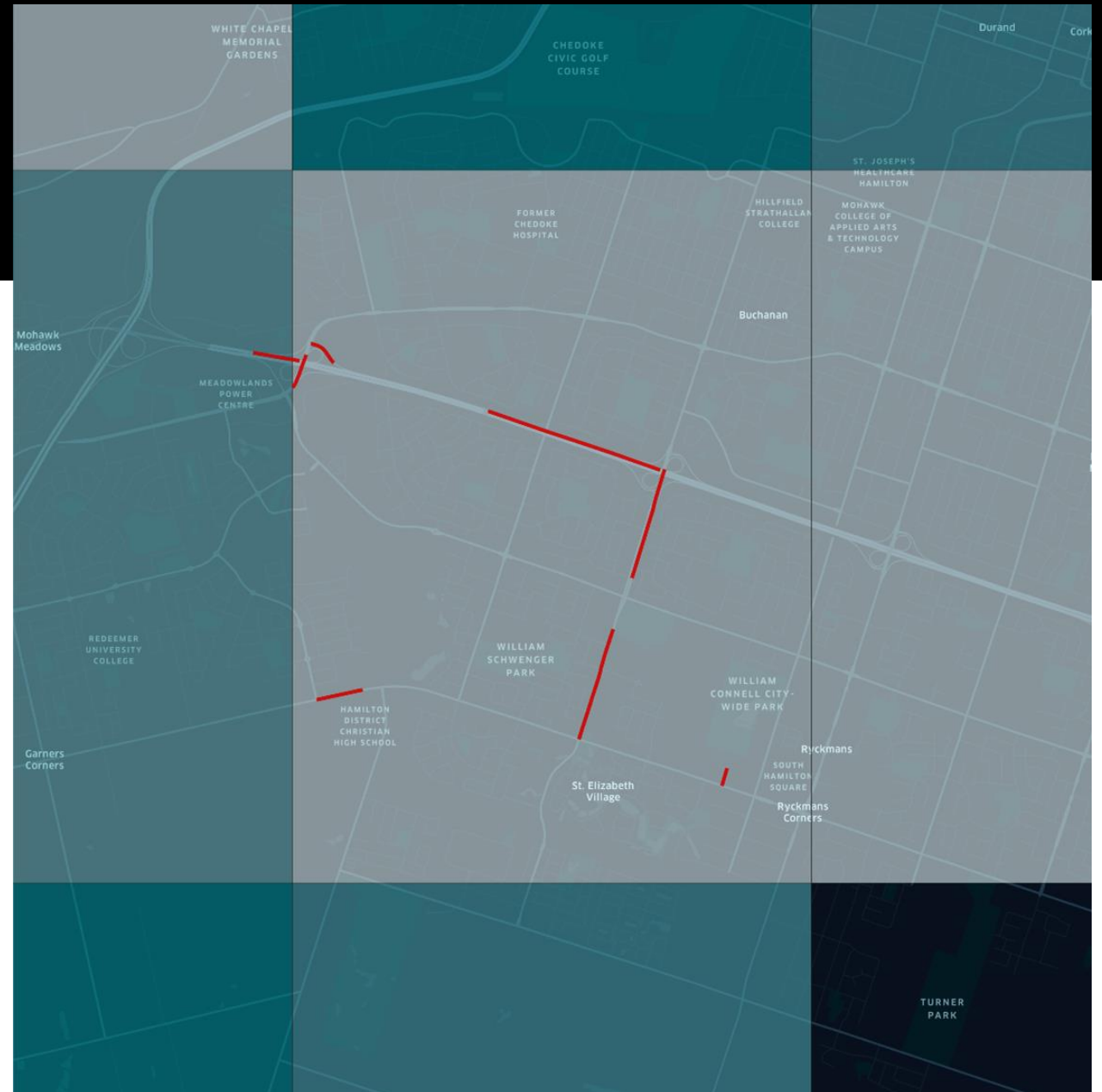


# Risky Speeding

## Contextual approach

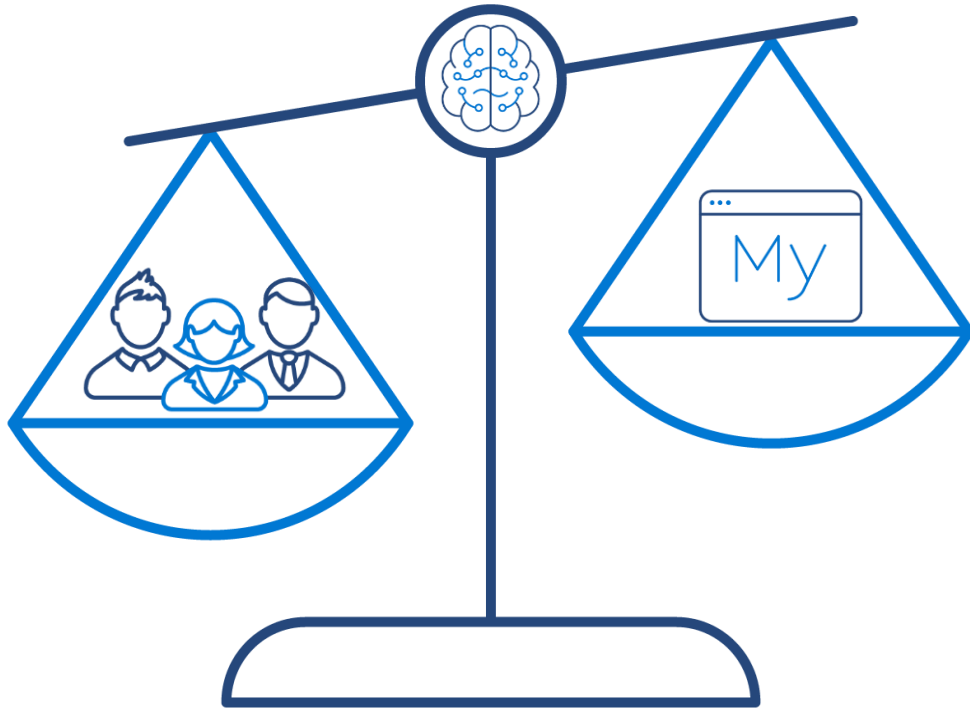
Easily identify risky **speeding events** with progressively more context

- **Driving**
- Driving **on this road type**
- Driving on this road **at this speed**
- Driving on this road at this speed **above the speed limit**
- Driving on this road at this speed **above the speed limit in rainy conditions**



# Safety Goals

Engineering and data science approach



- Simplify decision making
- Find the “*needle in the haystack*”
- Benchmark vs aggregate data
- Make recommendations
- Make decisions

**Benefit: Faster and predictive insights for prescriptive driver safety training**

A man with a beard, wearing a dark blue baseball cap, a light blue long-sleeved shirt, and a dark blue quilted vest, is smiling and looking at a tablet computer. He is standing in front of a white commercial truck. The background is slightly blurred, showing the front of the truck and its side mirror. The lighting is bright, suggesting an outdoor setting during the day.

03

Insurance



# **Fuse Fleet Insurance**

Insights into Insurtech from a Driver  
Safety & Risk Portfolio Tracker  
Approach



# Fleet Challenges and Opportunities



## **Inflation and Supply**

Parts, vehicle availability, repair costs



## **Claims Service**

Insurers are not doing enough to support fleets. Loss notification, Assessment, Repair



## **Insurance Costs**

Increased premiums or higher excess negatively impact fleets



## **Compliance and Safety**

Static driver policy and blanket approach to training

For Fleet Managers – It's never been more challenging



# Insurer Challenges and Opportunities



## Data Sets

Insurers need rich data to understand the risk and tell the story, but the data is complex



## Agility

Insurers struggle to adapt quickly to the data – reactive versus proactive to risk



## Short-Term Decision Making

Insurers need vision, investment and willingness to change



## Opportunities

Harnessing technology for data driven risk assessment, reduced claims frequency, and safer fleets

Insurers have the same challenges as fleets



# The Fuse Approach

## **Leveraging AI and Telematics**

Harnessing data to understand driver behaviour

## **Risk-Led Approach**

Moving away from traditional methods to a more data-driven strategy

## **Digital Claims Management**

Full transparency and efficiency from accident through to recovery

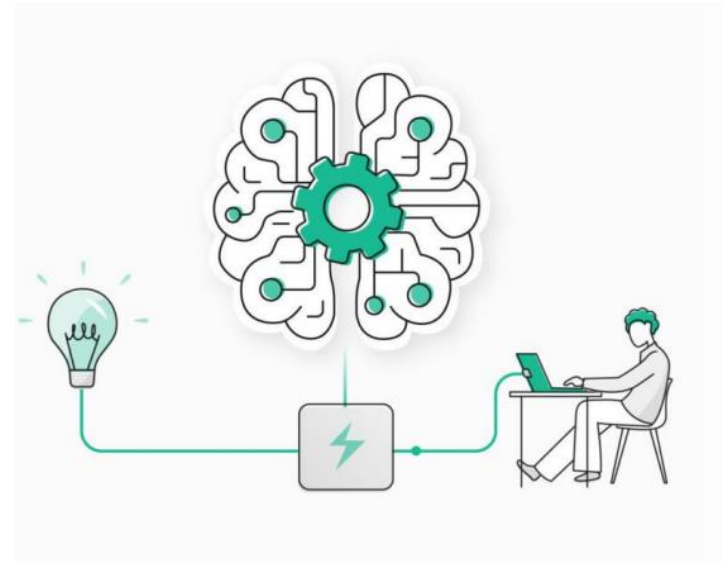


**15%** of Drivers  
**Cause 50%** of Accidents



# Who are the 15%?

## Understanding Driver Behaviour



- Using micro pattern AI we process, analyse, match and score the trip in our cloud
- Access the scored data in our portal for management and mitigated risk to help manage loss ratios
- We create a unique DriverDNA for each trip and compare this against our database of over 7 billion driving patterns

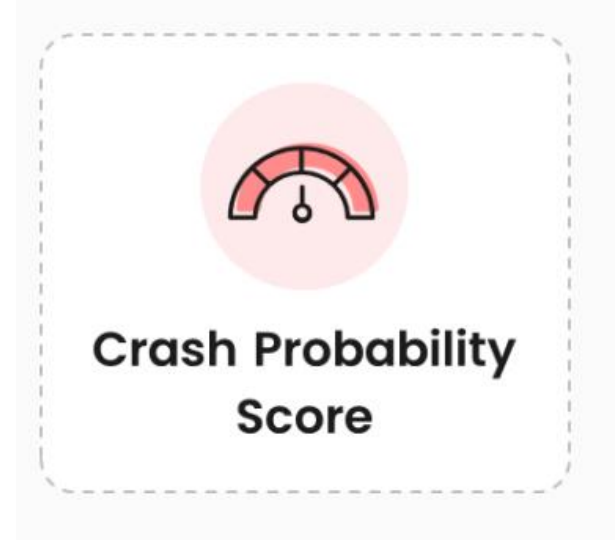


**Identify** the 15%  
**before** they have an accident!



# Fuse Crash Probability Score

Our Crash Probability Score provides predictive, data-driven insights into driving crash risk



- Identify high-risk drivers for targeted training or intervention
- Recognise and engage the safest drivers
- Facilitate precision pricing in motor insurance

The Crash Probability Score can identify the 15% of drivers who are responsible for 50% of crashes as well as the 85% of drivers who are lowest risk.



# What makes a driver have a high crash risk?

- We look for patterns in a drivers driving behaviours that are associated with having a high crash risk
- We take a holistic approach to understand a drivers attitude to risk- which means we understand how a driver adopts to circumstance





# What can the driver improve?

- 1. Focus** on Distracted Driving
- 2. Anticipate** Unsmooth/  
Rough Driving
- 3. Control** Speed

Status	Who			5			6			7			Factors to Improve			How much		Other Information (Average)				
	Driver	Vehicle	Division	Risk Bucket	Crash Probability	no.	SAI Crash Type	SB Crash Type	IC Crash Type	Driver Skills	Varying Performance	Driver Skill Inconsistency	Risky Attitude	Focus	Anticipation	Speed Control	Carried Risk	Distance	Drive Time	No. Drives	Speed	Mile Spent
Average	6674	0AN226														3 119 GBP						
	ndgr	WQK744	qxorb	1	36%	0%	126%	0%	115%	1%	2%	60%	107%	102%	1%	11 GBP	44%	91%	120%	58%	7.	
	d88d	LEC176	aelrn	1	36%	164%	0%	79%	112%	1%	4%	83%	101%	95%	2%	21 GBP	44%	86%	112%	51%	8.	
	kladr	KG0631	ecpqr	1	36%	0%	0%	162%	100%	1%	2%	64%	95%	93%	1%	10 GBP	38%	94%	186%	43%	6.	
	hotpd	GG532	dlnrf	1	36%	0%	49%	102%	122%	1%	2%	63%	104%	98%	2%	20 GBP	28%	66%	70%	52%	6.	
	otmwe	VOR870	raesr	1	36%	0%	0%	164%	109%	1%	2%	58%	100%	96%	1%	10 GBP	47%	94%	134%	51%	6.	
	fmcm	PHG314	rlnew	1	36%	0%	113%	0%	98%	1%	1%	53%	105%	100%	1%	12 GBP	28%	46%	40%	60%	9.	
	nxai	MMD847	gcmr	1	36%	75%	41%	82%	123%	2%	3%	74%	101%	99%	4%	35 GBP	27%	69%	102%	43%	8.	
	enkkf	MQS85	phqj	1	36%	0%	50%	109%	141%	2%	4%	68%	102%	102%	2%	19 GBP	55%	111%	88%	53%	8.	
	fmnc	MO0626	emscz	1	36%	0%	53%	109%	96%	2%	2%	61%	91%	89%	2%	19 GBP	20%	52%	102%	42%	8.	
	galob	BXK427	hctm	1	36%	0%	0%	171%	113%	1%	2%	63%	104%	97%	1%	10 GBP	34%	73%	131%	52%	7.	



# Benefits of the Technology

The impact on Underwriting,  
Safety and Accident  
Management

## **AI & Telematics**

Transforming risk assessment and safety protocols

## **Accident & Claims Management**

Enhancing efficiency and accuracy

## **Predictive Analysis**

Using data for proactive measures and decision-making

## **Reducing Costs**

Less accidents means lower costs and safer fleets



# Insurance and Tech Landscape

## Navigation Tips

### **Embrace Technology and Data**

Understand the integral role they now play in insurance

### **Collaborate**

Partner with leading Telematics Service Providers  
Inform your broker and insurer about your risk approach

### **Don't be fearful of your data**

It is the most effective tool to improve safety

### **Telematics**

Not all telematics providers are equal  
Rich data is needed to get the right analysis



# Where are You **HEADED** on Your Telematics Maturity Journey?



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- Reported out to business operations
- Electronic work diaries
- Traffic and efficient routing
- Electronic proofs
- V2X
- Strategic corporate-wide initiatives centered on telematics



04

Q&A

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Australia

# Let's stay connected

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GEOTAB®



## Audience Q&A Session [slido](#)

- What happens to the home chargers if an employee leaves the company?
- What are you doing to help modify at risk driver's behavior? What has worked ?





## Session Details

Insurance and Convergence of Technology and Data

Tues, 23/5

Operational  
Breakout 1

**Add session**

**SESSION FEEDBACK**



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