

Fiddler for Insurance

Deliver personalized customer service and protection for your customers with high performing, correct, and safe AI

Insurance leaders are harnessing the power of AI to innovate and grow their business in evolving market dynamics, streamline customer experiences as well as providing protection to customers whenever and wherever they need it — whether it be their health, homes, cars, family, or financial future.

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Thumbtack

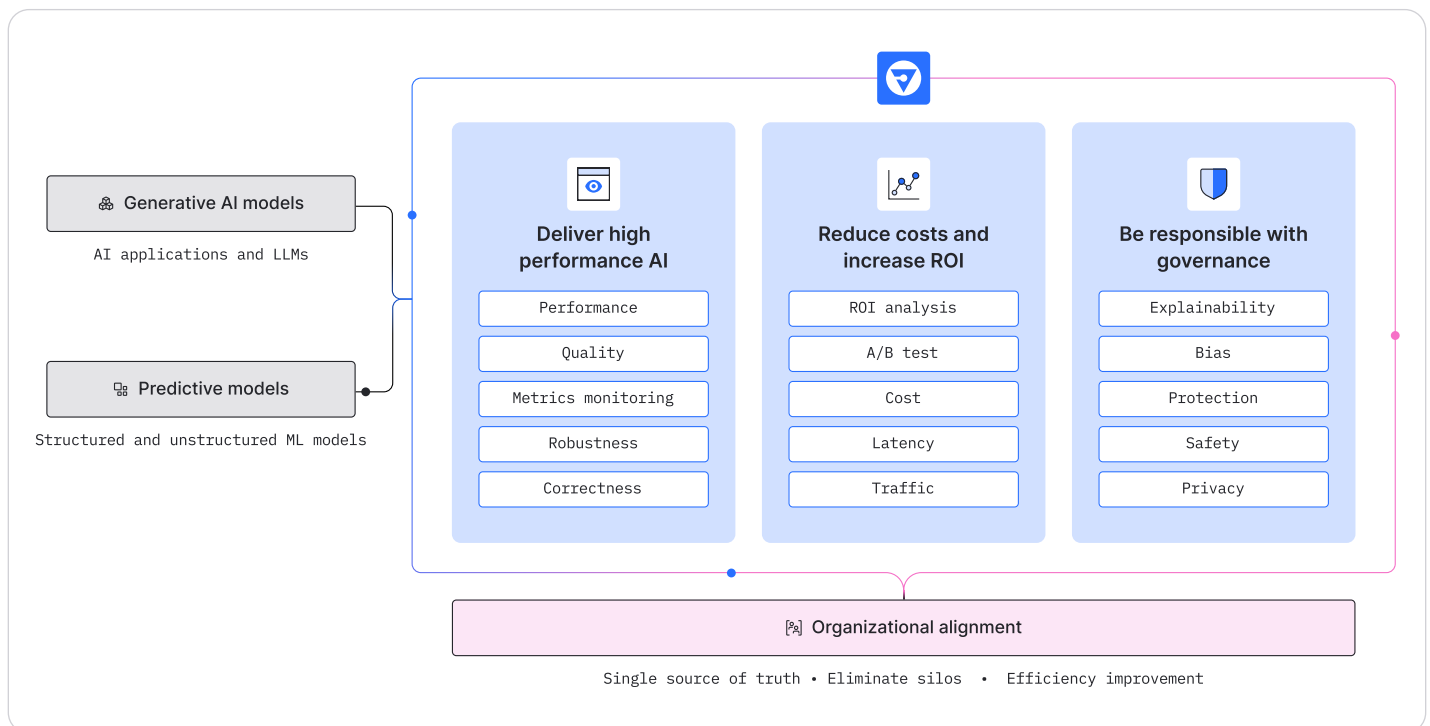
LENDINGPOINT

AMERICAN FAMILY
INSURANCE



Fiddler is a pioneer in AI Observability — the foundation to ensure the performance, behavior, and safety of predictive and generative AI models and applications. Insurance companies are equipped with a comprehensive AI Observability platform to productionize predictive and generative AI models responsibly and at scale.

The Fiddler AI Observability platform aligns developers, platform engineering, data science, and business teams through the lifecycle to monitor, analyze, explain, and improve models and applications.



Why Insurance Leaders Choose Fiddler

Unified Environment for ML and LLMops
Provides a common language, centralized controls, and actionable insights to operationalize predictive and generative AI with trust.

Built for the Enterprise
Enterprise-scale security and support without the hassle of building and maintaining in-house LLM and MLOps monitoring systems.

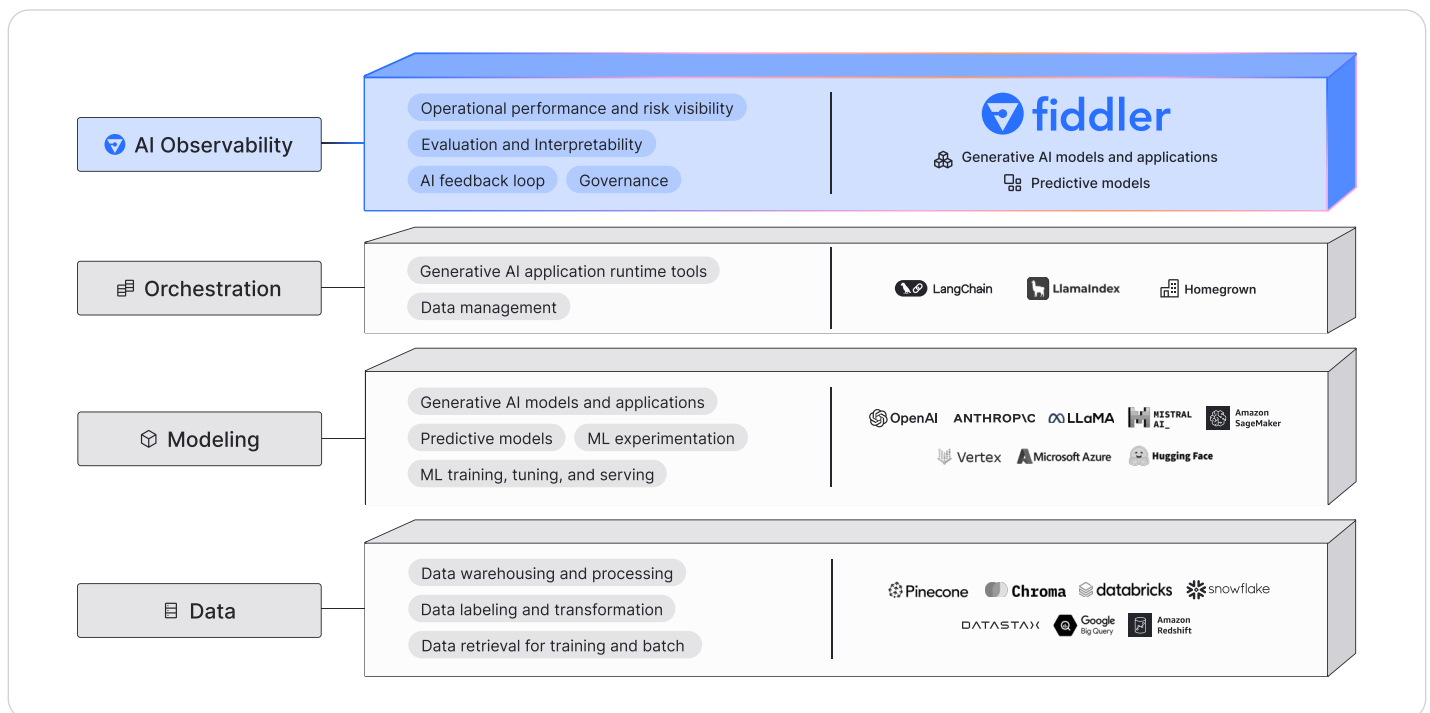
360° View Into AI Behavior
Integrates best-in-class XAI and analytics for a complete understanding of why and how predictions are made.

Expert AI Team for Responsible AI
Fiddler's expert AI team is dedicated to helping enterprises succeed in their ML and LLM deployments, ensuring the achievement of responsible AI.

AI Observability is a Must to Scale Safe and Trustworthy AI

For enterprises to fully leverage AI capabilities, it is crucial to standardize their ML and LLMops using the MOOD stack — a comprehensive framework that includes Modeling, AI Observability, Orchestration, and Data layers. Each layer plays an integral role in the overall functionality, with AI Observability being the key component that orchestrates and enhances the other layers by providing governance, interpretability, and ML and LLM monitoring to improve operational performance and mitigate risks.

This holistic approach not only enhances the reliability and accuracy of AI but also ensures compliance and reduces the likelihood of issues, thereby supporting the enterprise's overall strategic goals.



Fiddler Supports Advanced and Complex AI Use Cases for Insurance

Generative AI Use Cases



AI Chatbots

Boost customer satisfaction with accurate and helpful LLM chatbots.

Ensure the accuracy, safety, privacy, and correctness of NLP and LLM-based chatbot conversations. Monitor key metrics such as hallucination rates, toxicity levels, and user feedback to maintain highly accurate chatbot interactions.



Internal Copilot Applications

Enhance employee productivity and boost their confidence in decision-making.

Boost your employees' confidence and trust in information generated by LLM applications for business-critical projects. Fiddler monitors a comprehensive range of LLM metrics (hallucination, safety, PII) to ensure that these applications provide correct and accurate information for financial planning and investment analyses.



Risk Management

Detect jailbreaks and prompt injection attacks that risk LLM applications from exposing sensitive enterprise and customer information.

Visualize patterns in a 3D UMAP and identify all prompt injection attacks using Fiddler's Slice and Explain.



Cost Management

Increase LLM operational efficiency gains.

Track the costs of using LLM applications by obtaining a complete view of your LLM costs, latency, and session length. Use Fiddler's custom metrics to measure efficiency gains, helping streamline processes and enhance productivity.



Content Summarization

Deliver highly accurate summaries for your users.

Enhance the accuracy of LLM summarization by monitoring hallucination metrics such as faithfulness, answer/context relevance, coherence, and consistency using Fiddler Trust Models. Quickly detect signs of hallucination, diagnose and address their root causes before inaccurate LLM summarizations can impact the enterprise and its users.

Predictive Use Cases



Claims Process Automation

Streamline claims process to reduce manual reviews, improve efficiency, and achieve cost savings.

Understand how claim models are processing claims, ensuring claims are processed accurately. Discover why certain claims are approved or denied with explanation methods, like Shapley Values and Fiddler SHAP. Drill down on local and global-level explanations to understand how each feature contributed to claim decisions.



Image Assessment for Claims

Deliver accurate and transparent assessments of claims.

Use image-based explainable AI (XAI) to accurately evaluate damages and calculate fair settlements for car, home, and property and casualty claims.

Enhance decision-making with insights from model predictions and integrate a human-in-the-loop process to ensure optimal outcomes.



Fraud Detection

Safeguard the company and customers from fraudulent activities, and reduce the risk of financial loss.

Improve the detection of fraudulent claims by closely monitoring subtle shifts in data caused by models processing highly imbalanced data inputs, and get real-time alerts as soon as anomalies come up.



Pricing Optimization for Premiums and Bundling

Increase the confidence in premiums and bundling of products and services.

Accurately assess customer risk to optimize premium pricing and bundle offers. Understand how multi-dimensional variables lead to pricing shifts.

Check for model and data fairness to ensure prices are competitive, fair, and transparent.



Personalized Recommendations

Delight customers with personalized recommendations.

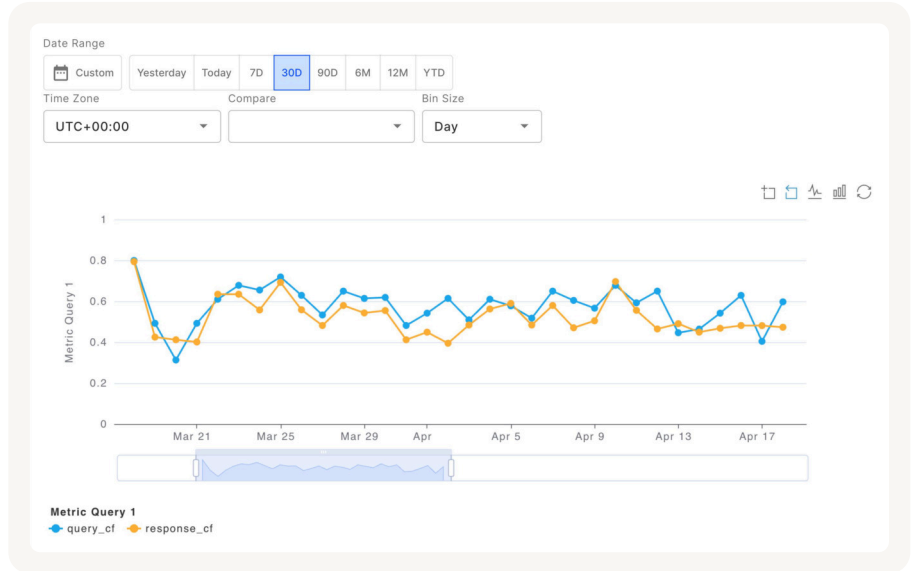
Use Fiddler to uncover why segments of customers are offered specific products and services, and which factors contribute to those recommendations. Understand which attributes from segments of customers contribute to product recommendations.

Key Capabilities

Monitoring

Monitor predictive and generative AI models across pre-production and post-production. Track ML and LLM metrics at scale in a unified dashboard. Use the Fiddler Trust Service to quickly, safely, and cost-effectively measure LLM metrics with accuracy.

From model monitoring alerts to detailed root cause analysis, quickly identify and address model issues to minimize business impact.



Metrics Monitoring

Accurately detect changes in model behavior by monitoring ML and LLM metrics — drift, data quality, hallucination, toxicity, PII, custom

Segment Monitoring

Monitor segments to drill down on underperforming cohorts

3D UMAP Visualizer

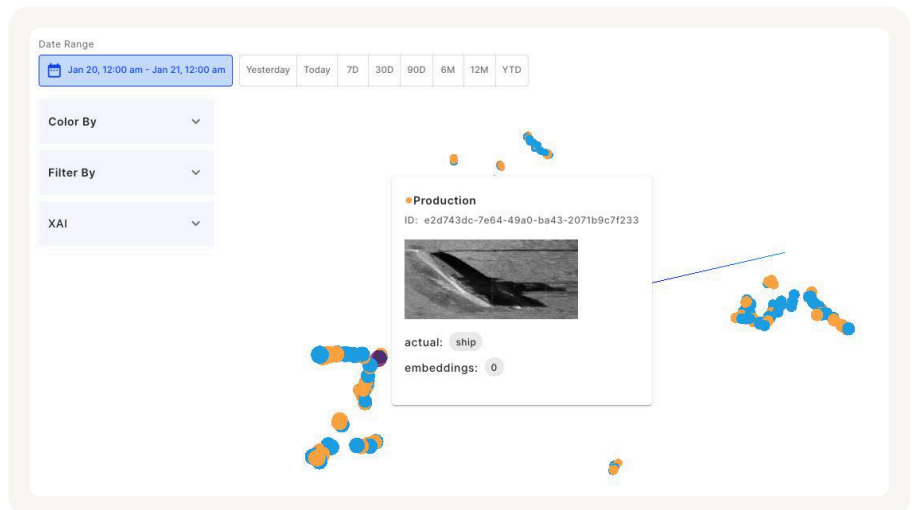
Gain contextual insights by identifying patterns and outliers in high dimensional spaces

Alerts

Configure and receive real-time model monitoring alerts to identify and troubleshoot high-priority issues

Explainable AI (XAI)

Fiddler provides best in class explainable AI technology to provide complete context and visibility into tabular and image model behaviors and predictions, from training to production. Implement powerful XAI techniques at scale to build trusted AI solutions.



Explainability Methods for Your Use Case

Increase your model's transparency and interpretability using SHAP values, Fiddler SHAP, Integrated Gradients, or custom explanations

Image Explainability

Explain predictions in image models to understand their ensure they are high-performing and accurate

'What-If' Analysis

Gain a better understanding of your model's predictions by changing any value and studying the impact on scenario outcomes

Global and Local Explanations

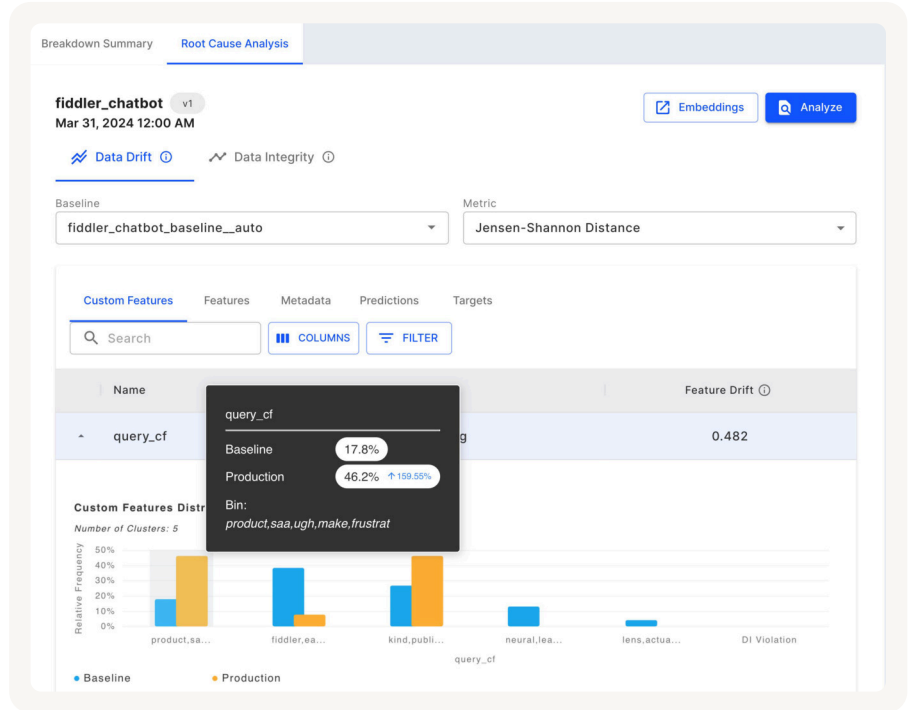
Understand how each feature you select contributes to the model's predictions (global) and uncover the root cause of an individual issue (local)

Key Capabilities



Analytics

Gain actionable insights to power data-driven decisions. Analyze slices of data to surface the root cause of issues. Understand the 'why' behind all issues for quick issue resolution and model improvement.



Dashboards

Increase business alignment and confidence in decision-making by connecting ML and LLM metrics to business KPIs in a unified view

Charts

Build customizable reports with the reports with the insights you need to gain deep understanding of your models and their impact on business outcomes

Root Cause Analysis

Pinpoint problematic areas causing models to underperform

Slice and Explain

Drill down on slices of data to perform exploratory or targeted analysis

Fiddler is a pioneer in AI Observability for responsible AI. The unified environment provides a common language, centralized controls, and actionable insights to operationalize ML models and GenAI and LLM applications with trust. Monitoring, analytics, and explainable AI capabilities address the unique challenges of building in-house stable and secure LLM and MLOps at scale. Fiddler helps you grow into advanced capabilities over time and build a framework for responsible AI practices.

Fortune 500 organizations use Fiddler across pre-production and production to deliver high performance AI, reduce costs, and be responsible in governance.