



Training AI for Accurate Hazard Detection in Insurance: CHRP's Success Story



How we transformed
operations for a
leading Insurtech
company.

www.fbspl.com



Client Overview

01. AI-Powered Insurance

Our client, an Insurtech company, uses AI to help homeowners and insurance agencies detect hazards, providing proactive solutions that ensure home safety and protect property value.

02. Annotation Excellence

With our support, the company has processed over 400,000 images for AI training, achieving 95% accuracy. Their dedication to innovation and efficiency has established them as a leader in the insurance industry.



Challenges Faced

Data Diversity Issues

The client lacked diverse data, especially images depicting wear and tear, which impacted AI accuracy.

Scaling AI Development

Initial expectations were to annotate 2,000 images in four days. The growing demand required quicker processing.

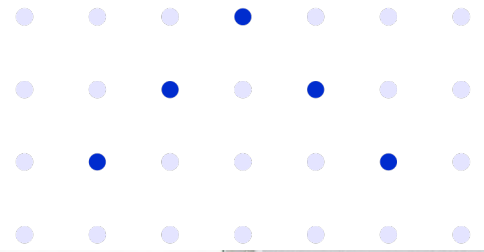
Manual Effort Issues

Handling large volumes of images manually slowed down the process and increased the chances of errors.

Support Challenges

Older customers struggled with using the home inspection app, which created delays and increased support needs.





Strategic Implementation by FBSPL

Data Annotation

We annotated home inspection images for AI training, covering features like roofs, furnaces, and valves, ensuring accurate hazard detection.

Synthetic Image Generation

To improve AI diversity, we generated over 4,000 synthetic images, filling data gaps in home wear and tear, maintenance, and functional deficiencies.

Customer Support System

Built from the ground up, we developed a 24/7 customer support system, handling inquiries, appointments, and app user challenges for a seamless customer experience.

Ongoing Optimization

We continuously monitored and optimized AI performance, maintaining accuracy and efficiency in hazard detection, resulting in faster lead processing and improved client satisfaction.

Significant Outcomes

Through our comprehensive data annotation and AI training services, we helped our client achieve outstanding results in efficiency, accuracy, and customer satisfaction.

Here are the key outcomes:

95%

Accuracy in AI Models

Achieved a significant return on investment by transitioning to NetSuite, boosting operational efficiency.

400k+

Images Processed

Successfully processed over 400,000 images for AI model training, significantly increasing the data diversity.

60%

Reduced Manual Effort

By automating data annotation, we reduced manual work, saving time and boosting productivity.

70%

Higher Customer Satisfaction

Enhanced user experience with 24/7 support and app improvements, boosting satisfaction by 70%.

Key Benefits Delivered



95% AI Accuracy

We achieved 95% accuracy in hazard detection for AI models, significantly improving decision-making for insurance agencies.

Higher Customer Satisfaction

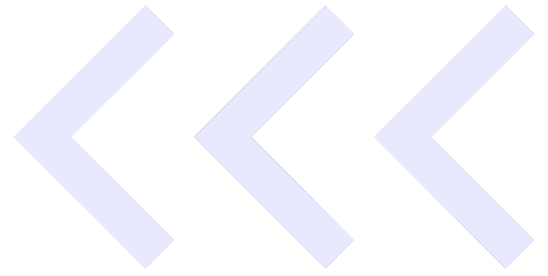
Client satisfaction increased by 80%, and the user adoption rate reached 90% within 6 months.

Higher Productivity

Data annotation efficiency improved, allowing us to process 6,000 images in just 24 hours, doubling productivity.

Fewer Errors, Less Manual Work

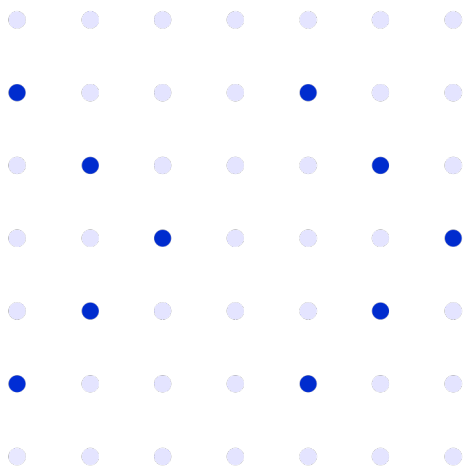
Manual effort was reduced by 60%, and errors dropped by 70%, increasing overall operational efficiency.



In their own words

Our partnership with Fusion Business Solutions (FBSPL) has been truly exceptional. What sets FBSPL apart is their ability to not only grasp our evolving business needs but also their genuine curiosity in understanding our culture. Their flexibility, agility, and proactive approach—coupled with rigorous processes and scalability—have significantly enhanced our customer experiences and AI operations.

- Founder & President



Conclusion and Future Steps

Ongoing Monitoring and Optimization

After processing over 400,000 images, we continued monitoring KPIs to ensure AI accuracy and efficiency. Regular checks on data accuracy and system performance-maintained service quality.

AI Accuracy



Operational Efficiency



Expanding AI Capabilities

Plans are underway to further expand the AI's capabilities, integrating more advanced features and improving customer experience through additional functionalities and ongoing data annotation support.

Customer Satisfaction



System Performance



Reach out 24/7

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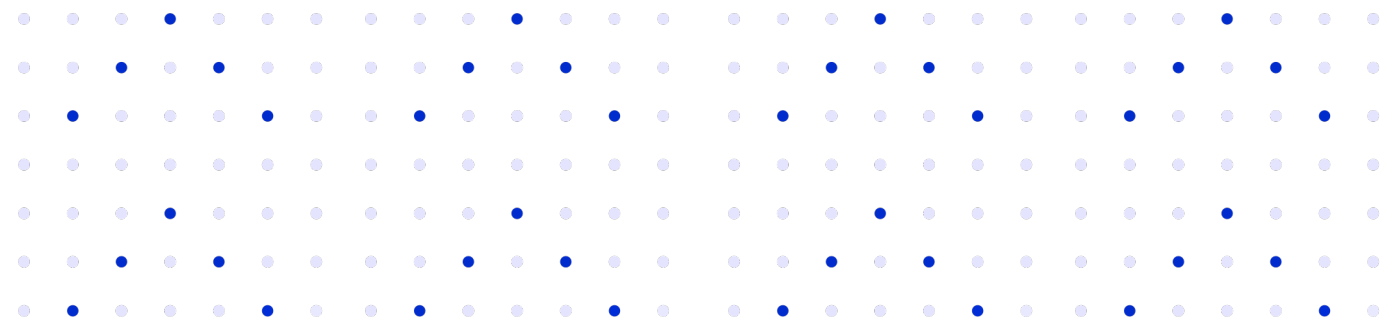
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Thank You!