mitchell
AN ENLYTE COMPANY

Auto Physical Damage

Mitchell Named a Global Leader in Cloud Computing for Innovative, AI-Powered Appraisal Review Solution

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3 MIN READ

Company receives 2023 Stratus Award for patented technology designed to optimize a key step in the auto insurance claims process

SAN DIEGO, Calif.—Mitchell, an Enlyte company and leading technology and information provider for the Property & Casualty (P&C) claims and Collision Repair industries, today announced that it received a 2023 Stratus Award for Cloud Computing from Business Intelligence Group. The organization's annual awards program seeks to identify the companies, products and people offering unique solutions that take advantage of cloud technologies.

Mitchell's recent innovation—Mitchell Intelligent Review—won in the Software as a Service (SaaS) product category. It combines cloud computing, Mitchell-authored vehicle data and the company's machine-learning and computer-vision models to scan photos of collision damage and automatically evaluate the labor operations entered on the estimate. The artificial intelligence (AI) then flags problematic estimates that require a closer look by a trained appraiser. Automating this traditionally manual, time-consuming and resource-intensive task is intended to help carriers increase estimate accuracy, ensure quality and pinpoint workflows or areas of the business in need of improvement. It also gives insurers the ability to review every estimate written and then assists them in identifying the specific appraisals they should focus on to accelerate settlement times for policyholders.



"We are honored to receive this recognition for our technology achievements in automating and optimizing the claims process," said Olivier Baudoux, senior vice president of global product strategy and artificial intelligence at Mitchell. "By continuing to develop best-in-class cloud solutions that leverage our open platform, comprehensive data and industry-leading AI, we can aid carriers in improving cycle time, operational efficiency and customer satisfaction."

To date, Mitchell Intelligent Review has been used by North American insurers to analyze appraisals and supplements totaling more than $2 billion. After grouping estimate photos by vehicle damage, the solution evaluates the corresponding labor decision and highlights the portions of the estimate that should be reviewed for accuracy and adherence to insurer-defined standards. Mitchell Intelligent Review is powered by proprietary AI models. These models are trained on the company's comprehensive vehicle and estimatics data to analyze more than 500 internal and external automotive parts and make a damage prediction. Additionally, through patented technology, Mitchell Intelligent Review generates an AI confidence score and can be customized to suppress results that fall below a carrier-assigned certainty margin.

"Mitchell is one of the leaders in the cloud, helping to develop the infrastructure we need to store and host the data and applications driving our society," said Maria Jimenez, chief nominations officer of Business Intelligence Group. "We are so proud to recognize all of the winners in this year's award program."

Visit the Mitchell website to learn more.

About Mitchell International

Headquartered in San Diego, Calif., Mitchell International, Inc. delivers smart technology solutions and services to the auto insurance, collision repair, disability and workers' compensation markets. Through deep industry expertise, connections throughout the insurance ecosystem and advanced technology such as artificial intelligence and cloud-based solutions, Mitchell enables its customers and clients to succeed in today's ever-changing environment. Each month, Mitchell processes tens of millions of transactions for more than 300 insurance providers, 20,000 collision repair facilities and 70,000 pharmacies. Its comprehensive solution and service portfolio empowers clients to restore lives after a challenging event.

Mitchell, Genex and Coventry have recently aligned their joint industry expertise and advanced technology solutions to form Enlyte, a parent brand with nearly 6,000 associates committed to simplifying and optimizing property, casualty and disability claims processes and services.

For property and casualty as well as collision repair updates and perspectives, follow us on X (Twitter) @MitchellClaims and @MitchellRepair.

About Business Intelligence Group

The Business Intelligence Group was founded with the mission of recognizing true talent and superior performance in the business world. Unlike other industry and business award programs, business executives—those with experience and knowledge—judge the programs. The organization's proprietary and unique scoring system selectively measures performance across multiple business domains and then rewards those companies whose achievements stand above those of their peers.



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