

A glowing blue shield icon with a red outline, positioned in the center of the image. The shield is surrounded by a network of glowing blue lines and dots, resembling a circuit board or a data network. The background is a dark blue gradient with various glowing elements and faint, illegible text.

MSX ClaimsGenie: Redefine warranty management

AI-driven warranty solutions: Faster. Smarter. Better.

Traditional warranty claim processes can be time-consuming and prone to errors. The complexities and volume of claims demand a new approach to streamline operations and improve accuracy.

MSX ClaimsGenie changes the game by offering AI-powered solutions that enhance efficiency and accuracy in warranty claim processes. This innovative tool helps automotive OEMs take control of their warranty operations, making them more efficient, transparent, and cost-effective.





Optimized for operational excellence

By providing access to the latest data and guidance, **MSX ClaimsGenie** significantly enhances service efficiency. It empowers claims specialists to reduce processing times and boosts dealer satisfaction through more targeted and timely warranty evaluations.

Key features and benefits:

- **Automation:** Streamlines warranty claim processes by automating approvals, rejections, and escalations, reducing manual efforts by up to 80%.
- **Generative-AI:** Enhances decision-making with advanced guidance for claims review, providing actionable insights and recommendations.
- **Scalability:** A modular solution adaptable for OEMs of all sizes, integrating seamlessly into existing infrastructures.

Transform your claims assessment process

MSX ClaimsGenie utilizes traditional and generative AI to score 100% of incoming claims, prioritizing each one to identify anomalies, fraudulent claims, and hidden value. This allows you to process more claims in less time and focus on those most likely to generate value for your business.

- **AI claims selector:** Automates low-value claims and escalates high-risk ones, optimizing manual claim review and improving efficiency.
- **Assistant chatbot:** Integrated chatbot that allows claim reviewers to ask questions and receive feedback tailored to the specific policies and procedures.
- **AI insights:** Assists in claim analysis by highlighting precise deficiencies or risks, leading to more accurate reviews and improved standardization.
- **Flexible solution:** Enhances current warranty system functionalities by offering multiple deployment options, making integration easy and quick.





Improve operations with MSX ClaimsGenie

Reduce manual claim administration with **MSX ClaimsGenie**. Our comprehensive solution ensures all claims are compliant with policies and procedures. By leveraging AI and automation, we streamline warranty processes, ensure the accuracy of claims evaluation, and enhance dealer satisfaction.

Reduced processing time: Significantly reduce warranty claims processing time, enabling specialists to focus on more critical tasks.

Increased accuracy: Minimize errors and inconsistencies, leading to more reliable outcomes and dealer satisfaction.

How MSX ClaimsGenie Works

Automated Case Review: Analyze 100% of incoming cases to pre-extract and pre-process claims. This automation eliminates inefficiencies and ensures that every claim is reviewed promptly and accurately.

Real-Time Decision-Making: The system provides instant feedback for approvals, rejections, or flags for manual review. This real-time decision-making capability speeds up the claims process and reduces the need for manual intervention.

Data Aggregation: Seamlessly integrate multiple systems into one intelligence layer. This unified approach ensures that all relevant data is accessible in one place, making it easier to manage and analyze claims.

Enhanced Insights: By combining historical case data, policy rules, and guidelines, MSX ClaimsGenie supports smart decision-making. The system provides actionable insights that help claims specialists make informed decisions quickly and accurately.

Flexible Deployment Options: MSX ClaimsGenie is designed to fit seamlessly into your existing infrastructure. Whether you prefer an on-premise, cloud-based, or hybrid solution, MSX ClaimsGenie offers multiple deployment options to suit your needs.



Why choose MSX

For over 30 years, MSX International has proudly served as a trusted partner to top vehicle manufacturers and mobility brands worldwide. Our team of experts brings a wealth of industry knowledge, insights, and experience to every project, ensuring that you receive the highest level of service and support.

Our global presence uniquely positions us to understand and address the diverse needs of our clients across different regions. Our extensive network allows us to provide tailored solutions that meet the specific requirements of each market, ensuring that you benefit from both global expertise and local insights.

We are dedicated to helping our clients succeed. Our team works closely with you to understand your unique challenges and develop customized solutions that drive efficiency and growth. With a commitment to innovation, we are committed to providing ongoing support, ensuring that you stay ahead of the competition and achieve operational excellence.





Experience the future with MSX ClaimsGenie

Transform your operational efficiency with our cutting-edge AI solutions and discover how MSX ClaimsGenie can revolutionize your warranty operations.

See it in action. Request a demo today!



www.msxi.com/claims-genie

AI-driven warranty management, crafted for the future of claims. Reliable. Accurate. Transformative.