

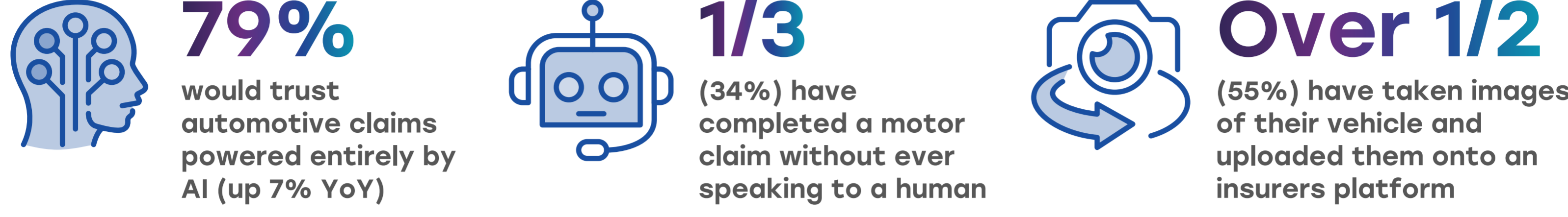
# Artificial Intelligence (AI) is the future of the automotive claims journey

Solera Innovation Index 2022: The definitive guide to digital transformation across the global automotive claims ecosystem

Automated digital-first channels are the new benchmark for optimized claims journeys. Providers are implementing AI at speed and scale to meet the demand for digital convenience and solve critical business challenges.

## Tech Savvy Consumers\*

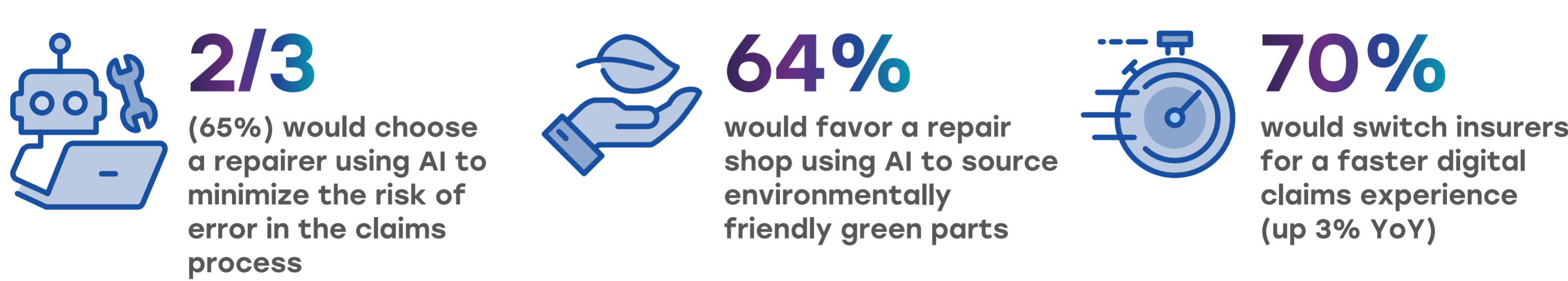
Consumers put digital first in the driver's seat



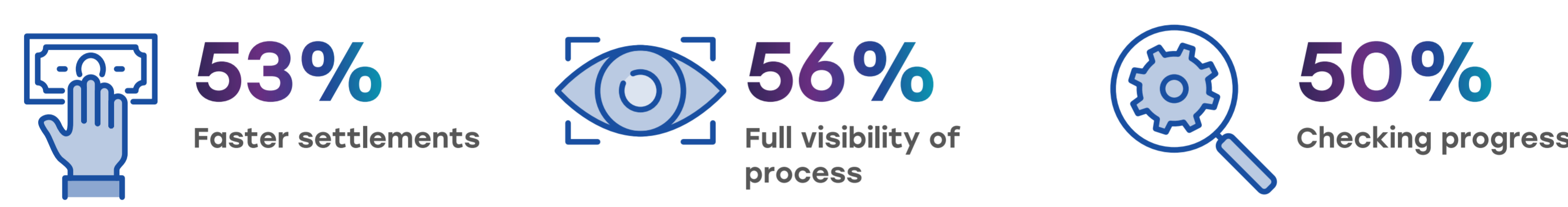
Digitization is revolutionizing how most consumers want to manage their motor claims and repairs as 92% of consumers call for self-serve claims solutions:



AI is now an integral part of the consumer journey and consumers are actively seeking claims and repair providers that put automation first:



Demand for digital claims convenience has skyrocketed as claimants call for more transparency and efficient experiences from providers:



These are the top 3 factors influencing a consumer's choice of motor claims and repair providers

\* Consumers surveyed have used a form of digital claims technology in the last 12 months.

## Insurers

Results from the survey show that global car insurers are recognizing the impact of next-generation technologies for their organization and are driving AI adoption in critical areas:

Insurers saw the highest return on digital transformation projects through...



Insurers are aligned with consumer demand for more sustainability-driven AI adoption as well as the need for more digital convenience:

The highest ranked drivers of AI implementation are...



What is stopping adoption?



These are still the biggest barriers to AI adoption facing insurers, unchanged from last year

The future is automated

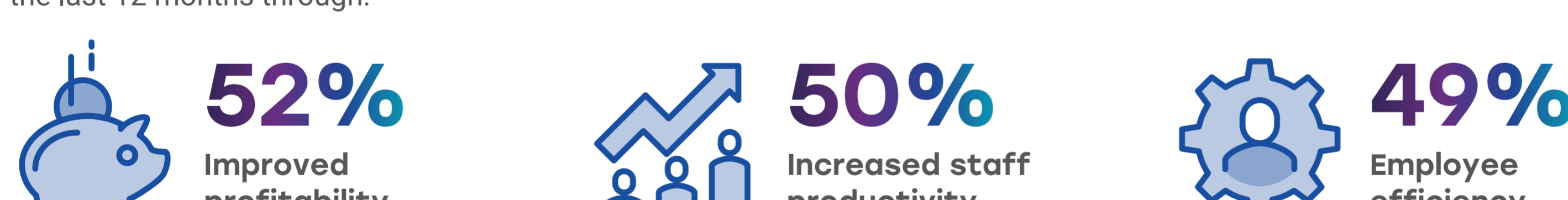
Despite the challenges, global car insurers are seeing the true value of accelerating AI adoption with **100% planning to invest in AI InsurTech software in the next 12 months!**



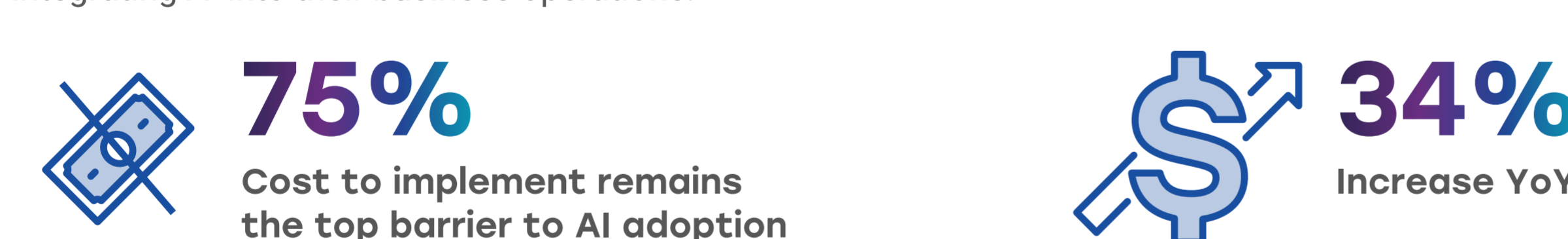
## Bodyshops & OEMs

Delivering on digital objectives

Technologies like AI have delivered on their objectives as bodyshops and OEMs saw highest return on digital transformation in the last 12 months through:



As with global insurance brands, many enterprise bodyshops and OEM dealers are tackling inevitable roadblocks when fully integrating AI into their business operations:



As cost concerns rapidly incline, bodyshops and OEMs are now facing new internal challenges when implementing AI compared to last year:



It's clear that bodyshops and OEM leaders recognize the business value of AI and have taken action to upgrade old systems. The next step is to scale and achieve wider buy-in from stakeholders.

As a result, confidence amongst bodyshops and OEMs in meeting AI objectives in the next 12 months is lower than their insurer counterparts, though the outlook is still positive:



Although barriers remain, the value of AI still clearly outweighs the challenges as bodyshop and OEMs still site AI automation as the key to making critical efficiency, environmental and safety gains.

So much so that **100% have invested or are willing to invest in AI InsurTech software in the next 6-12 months.**

What is driving adoption?

Enterprise bodyshops and OEM dealers that have already invested or are currently investing in AI technology expect to see many benefits across the business and repair workflow, including improvements to the customer and employee experience:



Find out more about Solera's future claims technology – Qapter® at [www.Qapter.com](http://www.Qapter.com)



Solera in partnership with Coleman Parkes surveyed over 2,000 consumers, OEM dealers, repairers and insurers to get the industry's view on AI technology, its impact on the claims and repair journey and the desire to increase adoption today.