

Big AI Results. Little AI Price Tag.

AI and Agentic Orchestration Yields Impressive Results.



Executive Summary

The ATG North America Mechanics' Tools teams partnered with ATG IT to modernize warranty claims processing using AgilePoint AI & Agentic Orchestration. By coordinating data analysis and AI image analysis, and integrating decisions directly into ATG's ERP, the organization significantly reduced manual review effort, improved fraud detection, and accelerated fulfillment.

Business Challenge

An online warranty submission experience, enabled through a prior digital transformation initiative, had already reduced call center volume by routing claims directly into ATG's ERP. However, every claim still required **manual review across multiple systems**—ERP orders, uploaded photos, and separate form fields—resulting in:

Multi-minute handling times per claim

Limited ability to identify repeat or fraudulent submissions at scale

Inconsistent review experiences

As claim volumes increased, these constraints made it difficult to maintain speed, accuracy, and trust.

Solution Overview

IT and Customer Experience partnered with AI specialists to redesign the warranty review process using AgilePoint AI & Agentic Orchestration and embedded AI capabilities.

Program Leadership

- **Customer Experience:** Ben Smith, Supervisor, NAHT Customer Service — workflow design, user testing, service alignment
- **Technology:** Stephen Otis, VP, IT, Global Business Systems & Engagement — platform architecture, vendor coordination, ERP integration

Key Capabilities



Straight-Through ERP Integration:

Approved and denied decisions flow directly into ATG's ERP, enabling immediate fulfillment or closure without manual re-entry.



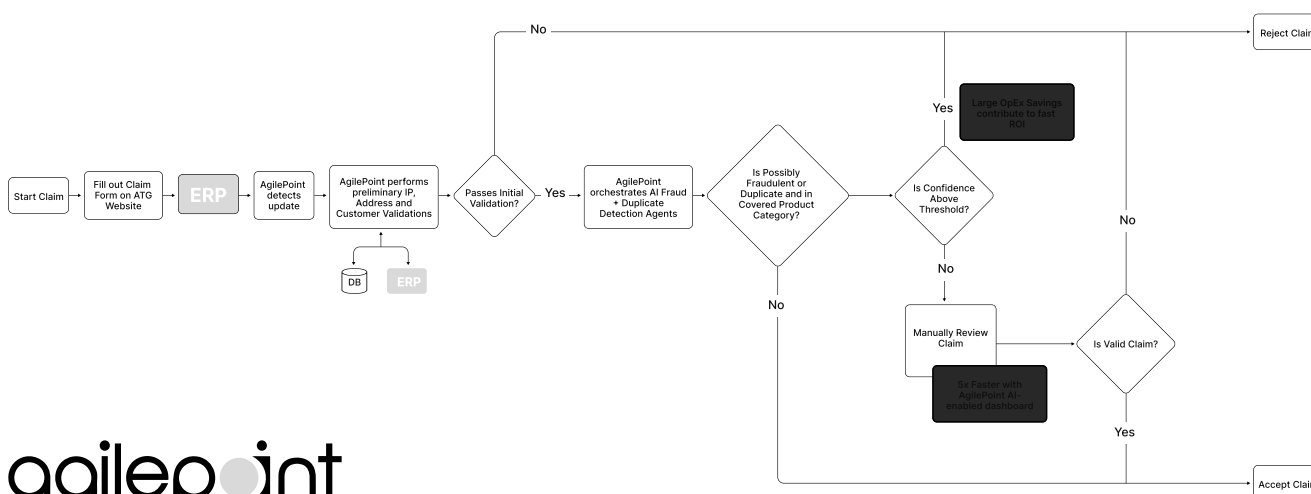
AI-Powered Image Analysis:

Uploaded photos are evaluated against thousands of historical cases. The AI classifies tools by brand, type, and defect and determines eligibility for automatic approval.



Unified Review Dashboard:

All claim data—order details, images, and claim reasons—are consolidated into a single interface, eliminating system switching.



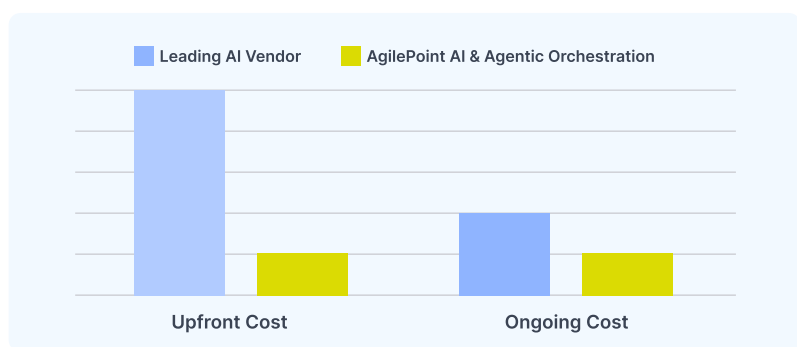
Measurable Impact

Savings

5x **CapEx:** AgilePoint AI and Agentic Orchestration had upfront costs that were more than 5x less expensive than a leading AI platform vendor.

2x **OpEx:** AgilePoint AI and Agentic Orchestration allows targeted AI and ML use, reducing costs by approximately 2x.

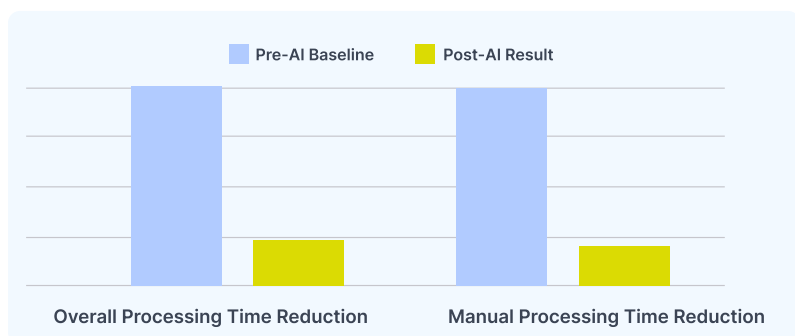
6x **OpEx:** Product Replacement and Shipping Savings have increased 6x.



Efficiency Improvements - For in-scope Product Lines and Claim Types



- Overall time and labor cost attributable to claim processing reduced by **76%**, allowing redeployment to higher-value work
- For manual claims, average processing time reduced by **80%** (from 5 minutes to 1 minute)
- CSR throughput increased by **400%**, enabling five times more claims per day per reviewer



Behind the Scenes

AgilePoint enables AI savings because of its composable architecture that allows AI, ML algorithms, and Agents to benefit from the data in enterprise systems, the context in enterprise process models, and the guardrails of compliance and regulatory systems.

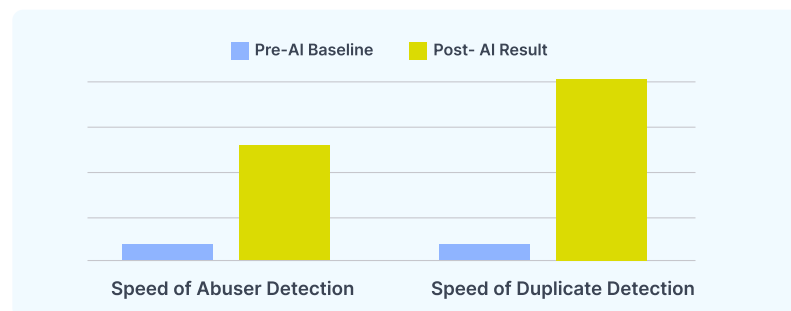
AgilePoint has core capabilities that are missing from AI-pipeline Tools.

	AgilePoint	AI-pipeline Tools
Enterprise System Integrations	✓	✗
Decision Points and Conditional Sequence Flow	✓	✗
Complex Modeling of Rules and Compliance Guardrails	✓	✗
Dynamic Workflow and Case Management Capabilities supporting Sophisticated "Human in the Loop" (HITL)	✓	✗

Fraud & Abuse Detection

12x
Monthly abuser identification rate increased by more than 12x compared to pre-AI baselines.

20x
Duplicate claims detection increased over 20x compared to pre-AI manual detection.



Decision Quality & Consistency

71% Automated and AI-assisted decisioning now governs 71% of incoming claims across top product categories

100% Human-in-the-loop review focuses exclusively on exceptions, providing AI training and improving consistency across 100% of high-risk claims

Key Takeaway

AI returns are frequently dwarfed by AI costs. That doesn't have to be the case. By relying on AgilePoint AI & Agentic Orchestration, ATG was able to achieve significant AI results with low upfront costs and low ongoing costs. Maximizing return on AI assets is critical defensively and offensively—both to maintain competitiveness and to achieve industry-leading levels of service excellence and customer delight. We'd love to explore how AgilePoint AI & Agentic Orchestration can help you mitigate risk while maximizing return on your AI assets.