

Text Mining Solution providing insights to improve quality and CSAT ratings linking customer complaints to design quality and warranty for fortune 1000 US auto manufacturer.

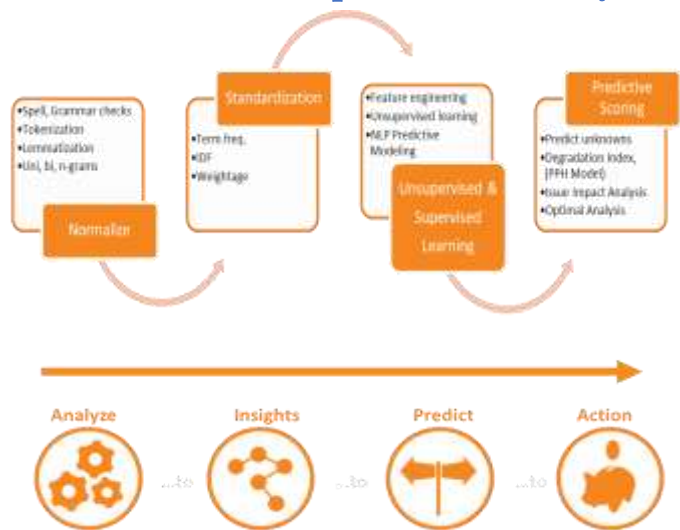


Key Benefits & Features

- Improve warranty effectiveness, customer satisfaction by identifying key issues to focus and reduce wasted cycles in corrective actions.
- Correlate filed issues to CAE simulation scenarios for providing root cause in designs for quick resolutions
- Proactive maintenance for reduced warranty costs and higher customer satisfaction using technician data from dealers
- Forecast and Trend Analysis to indicate degradation and timings of impact on JDP ratings for proactive improvement planning.

Intuceo Managed Analytics Solutions for Customer Complaints & Quality

- Text analytics from structured and unstructured data to understand root cause and improve quality.
- Automatic NLP processing of unstructured customer, Tech and external survey narrations and extract themes and sentiments reducing manual efforts from days to minutes
- Advanced Machine Learning models to Correlate the themes to design, manufacturing and quality parameters and Predict quality degradation index.
- Visual dashboarding applications for exploration and analysis.



The  **Predictive Analytics Platform** utilizes open source big data technologies with accelerators for Data Engineering, Predictive Analytics, and Visualization solutions to solve complex Business Challenges



DataFuse



DataSharp®



HiddenInsights™



BoldVistas™



InsightExplorer™