

PTOLEMUS Consulting Group

# Usage-Based Insurance Supplier Ranking 2016

*Presentation of headline winners*

27<sup>th</sup> June 2016 - PTOLEMUS intellectual property



# The consulting & research firm for the connected world

## Our consulting services

### Strategy definition

Vision creation, strategic positioning, business plan development, board coaching & support

### Investment assistance

Strategic due diligence, market assessment, feasibility study, M&A, post-acquisition plan

### Procurement strategy

Specification of requirements & tender documents, launch of tenders, supplier negotiation & selection

### Innovation management

Value proposition definition, product & services development, architecture design, assistance to launch

### Business development

Partnership strategies, detection of opportunities, ecosystem-building, response to tenders

### Implementation

Deployment plans, complex / high risk project & programme management, risk analysis & mitigation strategy

## Our fields of expertise

### Car infotainment & navigation

Connected services (Traffic information, fuel prices, speed cameras, weather, parking, points of interest, social networking), driver monitoring, maps, smartphone integration, smartphone-, PND- or embedded navigation,

### Usage-based charging

PAYD / PHYD insurance, road charging / electronic tolling, fleet leasing & rental, car sharing, Car As A Service, etc.

### Telematics & Intelligent Transport Systems

ADAS, connected vehicle, crowd-sourcing, fleet management, eCall, bCall, SVR, tracking, vehicle data analytics (OBD / CAN-bus), VRM, V2X, xFCD

### Positioning / Location enablement

### M2M & connectivity

# Clients across the mobility ecosystem...

## Analytics providers



## Automotive manufacturers & suppliers



## Mobile telecom operators



## Applications providers



## Telematics solution providers



## ITS operators, regulators & fleets



## Device / location suppliers



## Insurers, aggregators & assistance providers

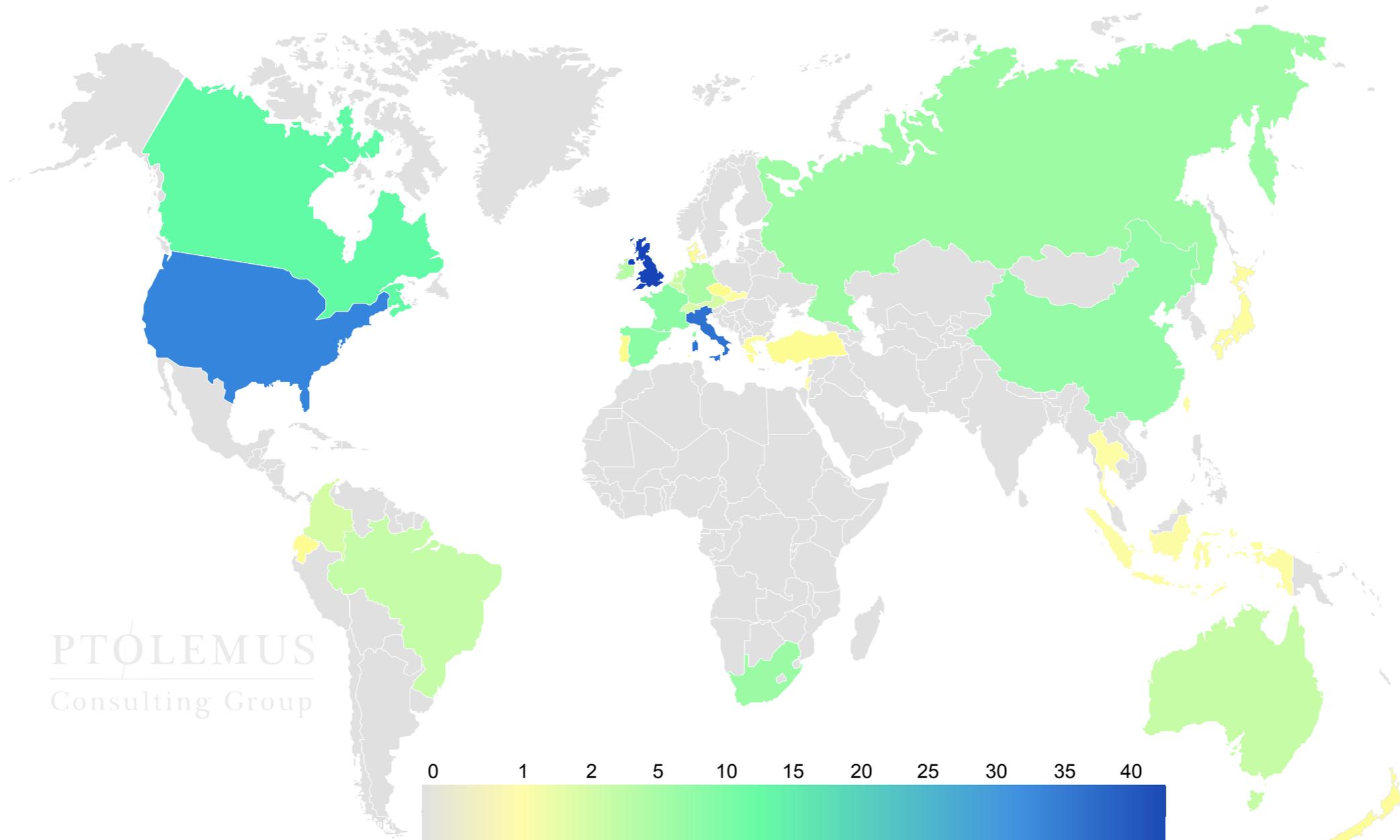


## Banks & private equity investors



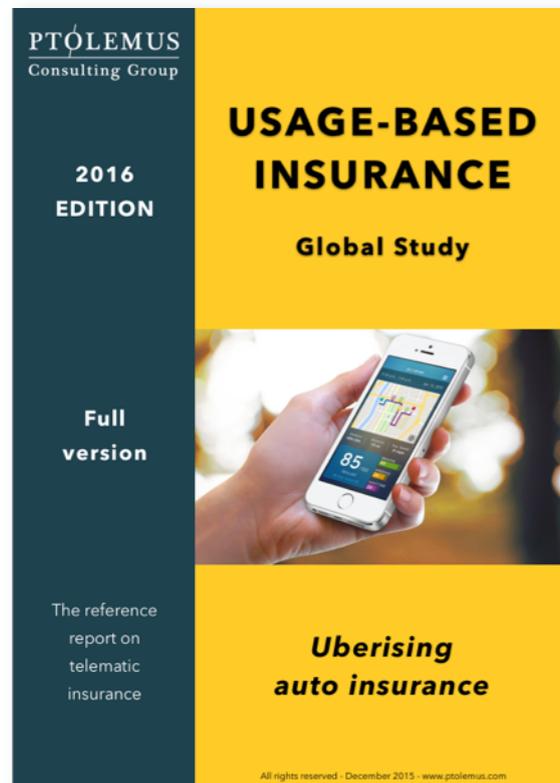
# UBI has spread to the 5 continents

Number of active UBI programmes worldwide



PTOLEMUS  
Consulting Group

# The UBI Global Study has become the reference report



*The reference report on the subject, quoted by The Economist, the Financial Times and the Wall Street Journal*

- **1100 pages of research using:**
  - 286 interviews in 28 countries
  - 5 years of research performed by 6 consultants in 4 countries
  - Insights from 25+ consulting projects
  - Our experience & vision of the ecosystem incl. OEMs and TSPs
  - 422 figures (charts, tables, etc.)
- **28 insurance markets profiled**
- **2020 & 2030 market forecasts**
  - Canada, US, Latin America, Europe, Russia, South Africa, India, Chinese and Japan
  - Personal line / commercial line
  - Aftermarket / OEM
- **Analyses of the disruptive forces at play**
  - ADAS and autonomous vehicles
  - The eCall & ERA Glonass mandates
  - The rise of smartphone apps
  - Big Data & analytics
- **42 case studies** including Allianz, AllState, Carrot Insurance, Vodafone Auto, Ingenie, OnStar- Progressive, Discovery Insure, Liberty Mutual, Octo Telematics, Renault Amaguiz, State Farm, Unipol, Zurich
- **A handbook of 69 suppliers' solutions** including our own evaluation and ranking
- **Targeted recommendations** for insurers, regulators, TSP, OEMs and operators



# Complemented by 78 company and solution profiles

**Discovery Insure by Discovery**

Take part in the DISCOVERY INSURE DRIVING CHALLENGE and will get up to 50% of your road tax spend back.

**Benefits for the driver**

- Premium discount - Only for young adults up to 25!
- Rewards program - DQ points that can be converted into reductions
- Gamification - Invite friends and family, and climb the leader board function that ranks you against friends as well as that of other drivers
- Discovery Insure has also launched a Challenge with successful results promoting safer driving on the road

**Technical characteristics**

- Auto-start
- Auto-stop
- Manually exclude trips
- Calls to verify trips

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- Auto-start
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- Manually exclude trips
- Calls to verify trips

**Consumer insights (Smartphone)**

- 47% 53% Drive Well Dashboard
- Contextual scoring parameters: Familiarity, Customer communication: Push notification newsfeed, social network integration
- Gamification: Leaderboards, badges, unlock
- HTML portal: Journey maps scores badges
- 150,000 downloads; 27,000 registered users
- Patent pending auto-start feature; crash detect
- Distraction prevention
- Policy registrations and policy document uploads

**UBI programs**

- RSA
- Admiral
- AXA
- LV
- Cooperative
- AMM

**CheckMyDrive Roadsafes Reward ChillDrive by Autoline**

Its technology automatically detects driving and accurately estimates braking, speeding, hard acceleration, cornering, phone distraction, providing an accurate behaviour-based solution.

**Possible data components of the score**

Customer policy details ✓	Credit scores ✓	Driving licence points ✓
Individual driving data ✓	Statistical driving data ✓	Context data ✓
Dashboard consultation data ✓	Historic claims data ✓	Statistical claims data ✓
Crash forensics data ✓	Market databases ✓	Other ✓

**Raw data inputs used today in the scoring**

Time ✓	Acceleration ✓	Direction & motion ✓
Latitude ✓	Longitude ✓	Elevation ✓
Call data ✓	Video ✓	Noise data ✓
OBD / CAN-bus data ✓	Compass ✓	Other ✓

For each driver, the CMT library measures phone motion, speed profiles, driver manoeuvres such as hard acceleration and sharp cornering, trajectory, mileage, road types and driving time intervals. All inference collected, analysed and reported through a user-friendly interface. Through the smartphone application, each receives a personalised Driver Safety Score and individual trip summaries rated based on driving performance.

**Method used to build a score**

Weighted average of sub-scores ✓	Generalised Linear Modelling (GLM) ✓
Calibration with claims data ✓	Calibration with crash data ✓
Calibration with near-crash data ✓	Calibration against reference drivers ✓
Calibration against average drivers ✓	Cluster analysis ✓

...scores and produce the policyholder's score in near-real time. The policyholder receives a score a day.

**Highlights**

- Timeline of programs launches

**UBI programs:**

- Blackbox
- Smartphone
- TBYB apps

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**drivefactor**

Programs locations

**Highlights**

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Call data ✓	Video ✓	Noise data ✓
OBD / CAN-bus data ✓	Compass ✓	Other ✓

The scores are created from the contextualised driving behavioural data but take into account claims experience and any risk factor data that the insurer is able to provide.

**Raw data inputs used today in the scoring**

Time ✓	Acceleration ✓	Direction & motion ✓
Latitude ✓	Longitude ✓	Elevation ✓
Call data ✓	Video ✓	Noise data ✓
OBD / CAN-bus data ✓	Compass ✓	Other ✓

**Data granularity**

Data category	Sampling rate of collection
Time	1 Hz
Latitude / Longitude	1 Hz
OBD data	1 Hz min daily

To enrich telematics data, the company is able to put all trips in the context of the location and map attributes including road type and weather.

**DriveAbility®** offers a driving behaviour score that is developed by correlating telematics data with actual insured claims from the exact moment of incident. Collecting data from multiple independent insurers also enriches the scoring.

**Loss probability based on DriveAbility® score**

Decile	Expected Loss Ratio
1	17%
2	28%
3	41%
4	48%
5	55%
6	62%
7	72%
8	84%
9	98%
10	183%

9x Additional Segmentation

**Weaknesses**

- Still only few implementations
- No beacons

**Global players**

Technology providers (TTPs)	Service providers (TSPs)	Analytics providers	Connected car services provider
<ul style="list-style-type: none"> <li>CalAmp</li> <li>Danlaw</li> <li>Meta System</li> <li>Mobile Devices</li> <li>Novatel Wireless</li> <li>Orion Technology</li> <li>Queclink</li> <li>Vodafone Automotive (Cobra)</li> </ul>	<ul style="list-style-type: none"> <li>Baseline Telematics</li> <li>Cambridge Mobile Telematics</li> <li>DriveFactor (CCC)</li> <li>Driveway</li> <li>Himex</li> <li>IMS</li> <li>Modus</li> <li>Novatel Wireless (cTrack)</li> <li>Octo Telematics</li> <li>Scope Technologies</li> <li>The Flow</li> <li>Vodafone Automotive</li> <li>Wunelli (LexisNexis)</li> </ul>	<ul style="list-style-type: none"> <li>Accenture</li> <li>HERE</li> <li>IBM</li> <li>LexisNexis / Wunelli</li> <li>Octo Telematics</li> <li>The Flow</li> </ul>	

**Europe**

Technology providers (TTPs)	Service providers (TSPs)	Analytics providers	Connected car services provider
<ul style="list-style-type: none"> <li>Quartix</li> <li>Redtail Telematics</li> <li>Trak Global</li> <li>Trakm8</li> </ul>	<ul style="list-style-type: none"> <li>Amodo</li> <li>Arvento</li> <li>Detector</li> <li>Dolphin</li> <li>FMG Support</li> <li>Infrasure</li> <li>Masternaut</li> <li>Microlise</li> <li>MyDrive Solutions</li> <li>Movelo</li> <li>RAC</li> <li>Tantalum</li> <li>TomTom Telematics</li> <li>Trak Global</li> <li>Viasat</li> </ul>	<ul style="list-style-type: none"> <li>SAS</li> <li>Towers Watson</li> </ul>	<ul style="list-style-type: none"> <li>Automile</li> <li>Drust</li> </ul>

**North America**

Technology providers (TTPs)	Service providers (TSPs)	Analytics providers	Connected car services provider
<ul style="list-style-type: none"> <li>Xirgo Technologies</li> </ul>	<ul style="list-style-type: none"> <li>Agero</li> <li>Censio</li> <li>iMetrik</li> <li>Omnictracs</li> <li>Teletrac</li> <li>Verizon Telematics</li> </ul>	<ul style="list-style-type: none"> <li>Cambridge Mobile Telematics</li> <li>LexisNexis</li> <li>Towers Watson</li> <li>Verisk Analytics</li> </ul>	<ul style="list-style-type: none"> <li>Automatic</li> <li>Dash</li> <li>Mojio</li> <li>Zubie</li> </ul>

**Other continents**

Technology providers (TTPs)	Service providers (TSPs)	Analytics providers	Connected car services provider
<ul style="list-style-type: none"> <li>AnyDATA (Sierra Wireless)</li> <li>ATrack</li> <li>Chainway</li> <li>Launch Tech</li> </ul>	<ul style="list-style-type: none"> <li>Cesar Satellite</li> <li>Raxel Telematics</li> </ul>		<ul style="list-style-type: none"> <li>Golo (Launch Tech)</li> <li>Jooycar</li> </ul>

**Size of telematics database**

Cumulative number of telematics-enabled policies rated	circa 250k
Cumulative driving data collected	1.3m billion miles

**User rating**

User rating	2.5
Benefits to the driver	2.0
Score complexity	1.5
Technical developments	1.0

# From this research we analysed and ranked UBI suppliers

## Four categories of shortlisted suppliers

- **21 Telematics Technology Providers (TTP)**
  - TTPs provide the technology, typically the black box or the OBD dongle to insurance or service providers
- **28 Telematics Service Providers (TSP)**
  - TSPs provide solutions to insurers to deploy and run UBI programmes. Those solutions can include their own device or subcontract to a TTP
- **9 Smartphone Service Providers (SSP)**
  - While TSPs often also offer smartphone-enabled services and programmes, SSPs focus primarily on smartphone-only UBI solutions to insurers
- **9 Analytics Solution Providers (ASP)**
  - ASP are independent companies or TSPs that provide additional intelligence and solutions to insurers to improve their risk analysis and scoring

	Telematics Technology Providers (TTPs)	Telematics Service Providers (TSPs)	Smartphone Service Providers (SSPs)	Analytics Solution Providers
Global players	<ul style="list-style-type: none"> <li>• Calamp</li> <li>• Danlaw</li> <li>• Meta System</li> <li>• Mobile Devices</li> <li>• Novatel Wireless</li> <li>• Orion Technology</li> <li>• Queclink</li> <li>• Vodafone Automotive (Cobra)</li> </ul>	<ul style="list-style-type: none"> <li>• Baseline Telematics</li> <li>• DriveFactor (CCC)</li> <li>• Himex</li> <li>• IMS</li> <li>• Modus</li> <li>• Novatel (cTrack)</li> <li>• Octo Telematics</li> <li>• Scope Technology</li> <li>• Vodafone Automotive</li> <li>• Wunelli (Lexis Nexis)</li> </ul>	<ul style="list-style-type: none"> <li>• Cambridge Mobile Telematics</li> <li>• Driveway</li> <li>• The Flow</li> </ul>	<ul style="list-style-type: none"> <li>• Accenture</li> <li>• HERE</li> <li>• IBM</li> <li>• LexisNexis / Wunelli</li> <li>• Octo Telematics</li> <li>• The Flow</li> </ul>
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North America	<ul style="list-style-type: none"> <li>• Delphi</li> <li>• Xirgo Technologies</li> </ul>	<ul style="list-style-type: none"> <li>• Agero</li> <li>• iMetrik</li> <li>• Omnitrac</li> <li>• Teletrac</li> <li>• Verizon Telematics</li> </ul>	<ul style="list-style-type: none"> <li>• Censio</li> <li>• DriveFactor (CCC)</li> </ul>	<ul style="list-style-type: none"> <li>• Cambridge Mobile Telematics</li> <li>• Towers Watson</li> <li>• Verisk Analytics</li> </ul>
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## In each supplier category, we used 15 specific criteria (1/2)

### Methodology

- We have endeavoured to make an **independent judgment** on the ability of the shortlisted suppliers to provide superior UBI technology and/or services today
- The analysis is based on
  - Our existing expertise of the market and key players
  - A questionnaire sent to participating suppliers
  - Internal research and analysis
  - In-depth interviews with the suppliers and their partners
  - Feedback from insurance companies
- We have ranked suppliers through a specific set of criteria for each supplier category
- When suppliers could be included in several supplier categories, we entered them into each of the relevant categories

### Telematics Technology Providers

1. Competitiveness based on **price** vs. feature, quality and reliability
2. Ability of the device to provide various means of **internet connectivity**
3. Technical **specification** of the device including processing power, storage, positioning methods and power consumption
4. Ability of the technical platform to work with **3rd party applications** and be remotely **upgradeable**
5. Level of possible **customisation**
6. Capabilities of the device to handle **diagnostic** queries
7. Quality and scope of the **driving data** recorded and registered by the device
8. Device's **crash detection** capabilities and reliability
9. Technical solution ability to **ID the driver**
10. Geographical **footprint** of the company and its regional focus
11. **Focus** the company has placed on Usage-based Insurance,
12. Supplier's long-term **sustainability**
13. **Innovative character** of the solution & the supplier as a whole
14. Number of **active programmes** globally and by region
15. Number of **active devices** globally and by region

## In each supplier category, we used 15 specific criteria (2/2)

### Telematics Service Providers

1. Richness, depth and quality of **scoring** capabilities including use of OBD data, on/off board scoring and external data sets
2. **Range of data** used for scoring from on-board libraries to VIN
3. Range of **features** available to insurers (from FNOL to SVR to social media integration)
4. Ability to offer **Value Added Services** alongside UBI (from eco-driving to post-accident services to Wi-Fi hotspot)
5. Ability & experience to provide **claims & accident management**
6. Level of service and quality of **support** provided
7. Degree of possible **customisation** and **flexibility of proposed integration models**
8. **Control over the hardware** part of the solution
9. **Ability to offer a competitive smartphone only solution today**
10. Geographic **footprint** and regional focus
11. **Focus** the company has placed on UBI and regionally, the share of its business coming from UBI
12. Supplier's long-term **sustainability**
13. **Innovative** character of solution and company as a whole,
14. Number of **active programmes** globally and by region
15. Number of **active subscriptions** globally and by region

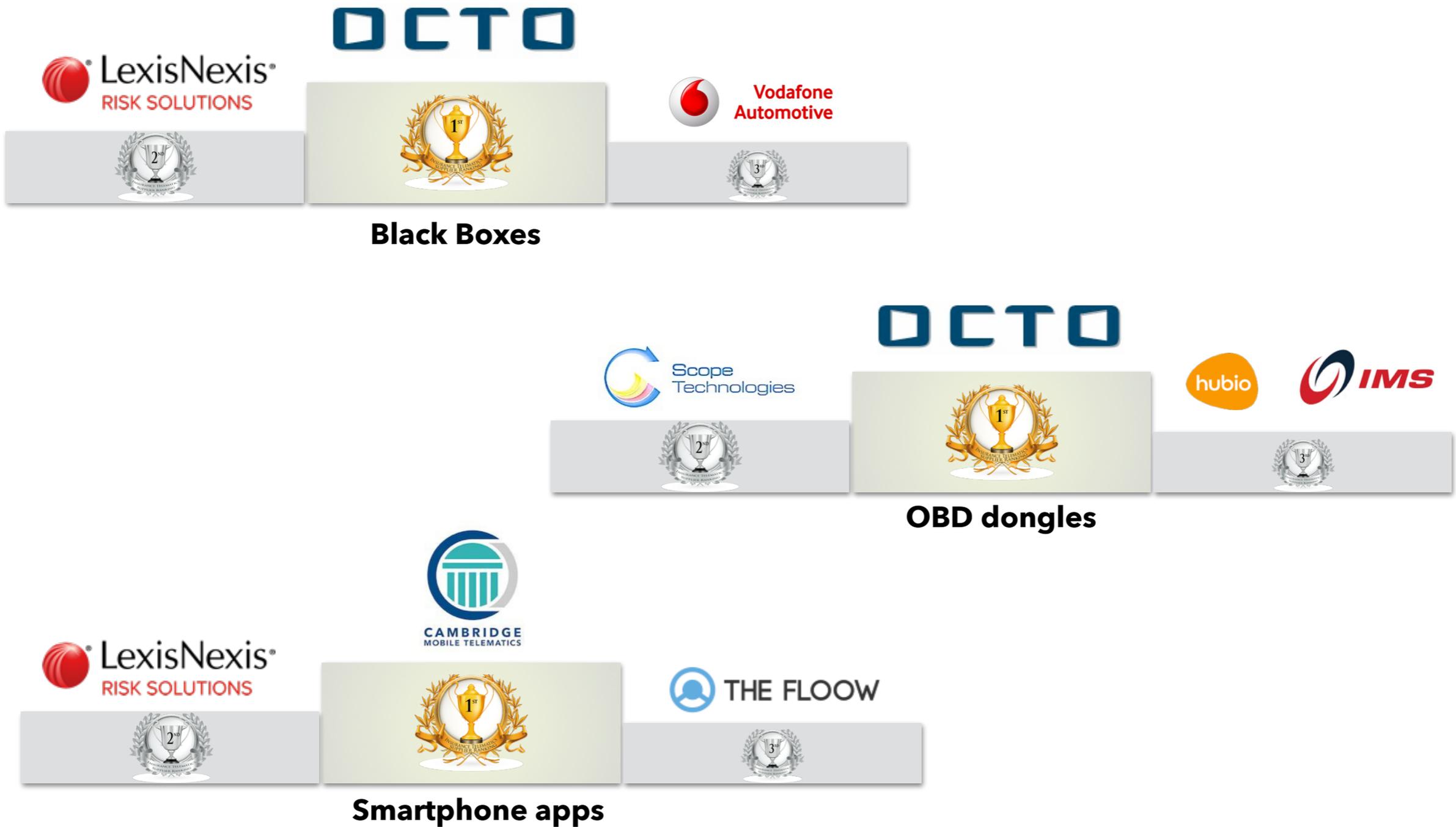
### Smartphone Service Providers

1. Ability to provide an **autostart** function and detect journeys accurately and consistently
2. Reducing the application's impact on the smartphone's **battery** when active as well as sleep mode
3. Capacity to **identify the driver** of the vehicle
4. Ability to differentiate between driving and being driven or traveling on another **transport mode**
5. Functionalities to minimise **driver distraction** embedded in the application
6. Solution including **image analytics** for accident management or/and registration and fraud prevention
7. Ability to detect & measure the severity of a **crash**
8. Ability to offer **Value Added Services** alongside UBI (from Points of Interests to navigation)
9. Ability to integrate with an **OBD** dongle as an option
10. Ability to integrate a Bluetooth Low Energy **beacon** as an option
11. Richness, depth & quality of the **scoring** capabilities including use of various sensors and external datasets
12. Experience of providing various **models** of UBI applications with different value propositions
13. **Innovative** character of solution and company as a whole
14. Number of **active programmes** globally and by region
15. Number of **active subscriptions** globally and by region

# Global UBI supplier ranking 2016 - Technology Providers



# Global UBI supplier ranking 2016 - Telematics Service Providers



# North American UBI supplier ranking 2016 - Technology Providers



# North American UBI supplier ranking 2016 - Telematics Service Providers



# European UBI Supplier ranking 2016 - Technology Providers

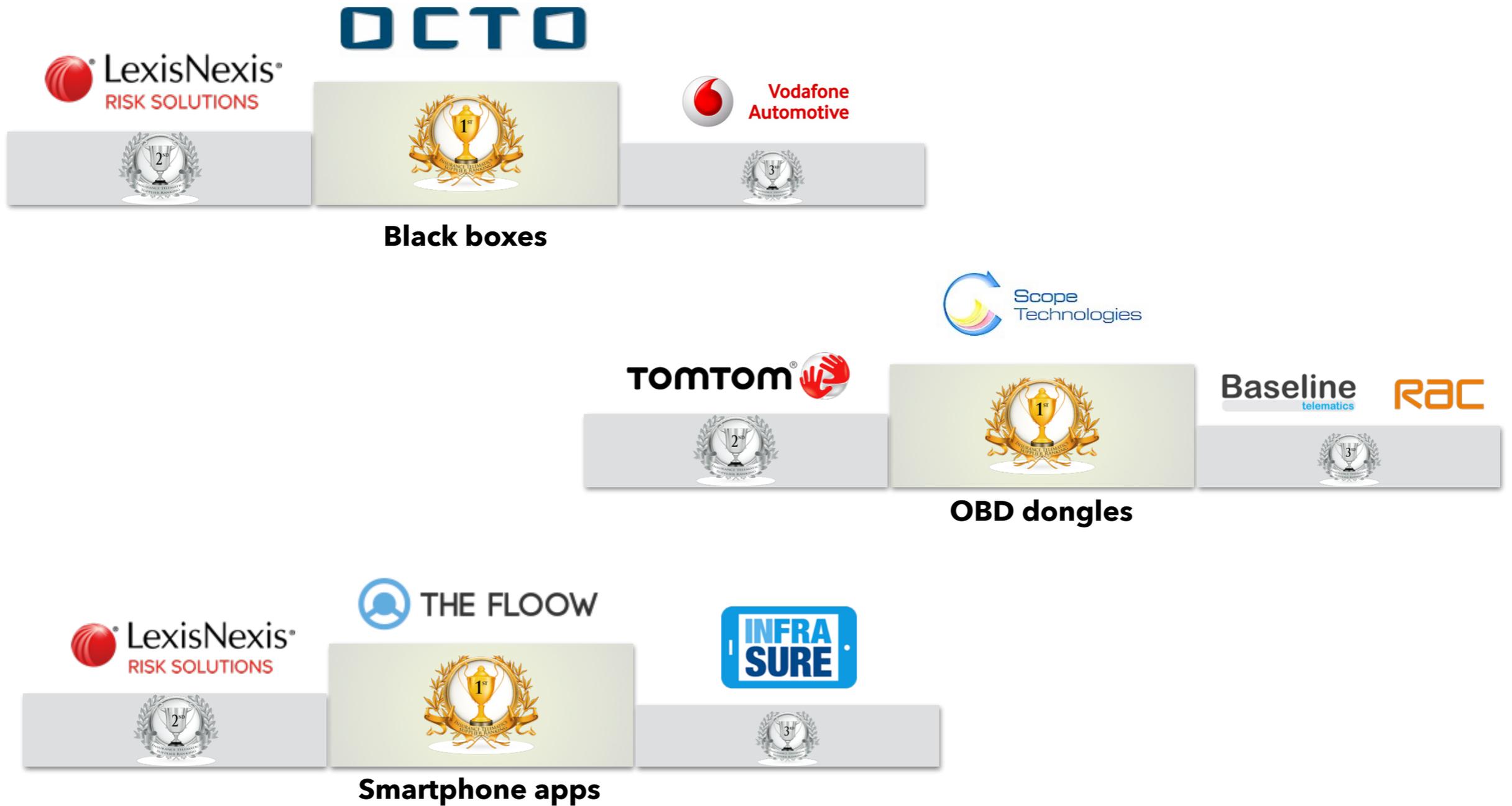


**Black boxes**



**OBD dongles**

# European UBI supplier ranking 2016 - Telematics Service Providers



# Asian UBI supplier ranking 2016 - Technology Providers



# Asian UBI supplier ranking 2016 - Telematics Service Providers





# 6 ways connectivity will disrupt insurance analysed

## 1- Big Datanalytics: future scores & actuarial models

- How to leverage telematics with analytics
- Which data to collect and what factors to rate
- How to use contextual information
- 10 detailed analytics supplier profiles

## 2- The impact of autonomous safety functions on the motor insurance industry

- Present & forthcoming autonomous functions affecting risk
- Speed of technology evolution and market uptake
- Analysis and forecast of the effect on UBI

## 3- Benefits and (lost) opportunities of telematics in accident & claims management

- Internal and external forces affecting the claims management sector examined
- Case studies of successful implementations and best-in-class usage of data in claims
- Recommendations to entice the claims departments

## 4- The advent of smartphone UBI as a major proposition

- Detailed assessment of the current mobile UBI initiatives worldwide - Key solution providers analysis
- Range of business models assessed and compared
- Technical capabilities and remaining constraints studied

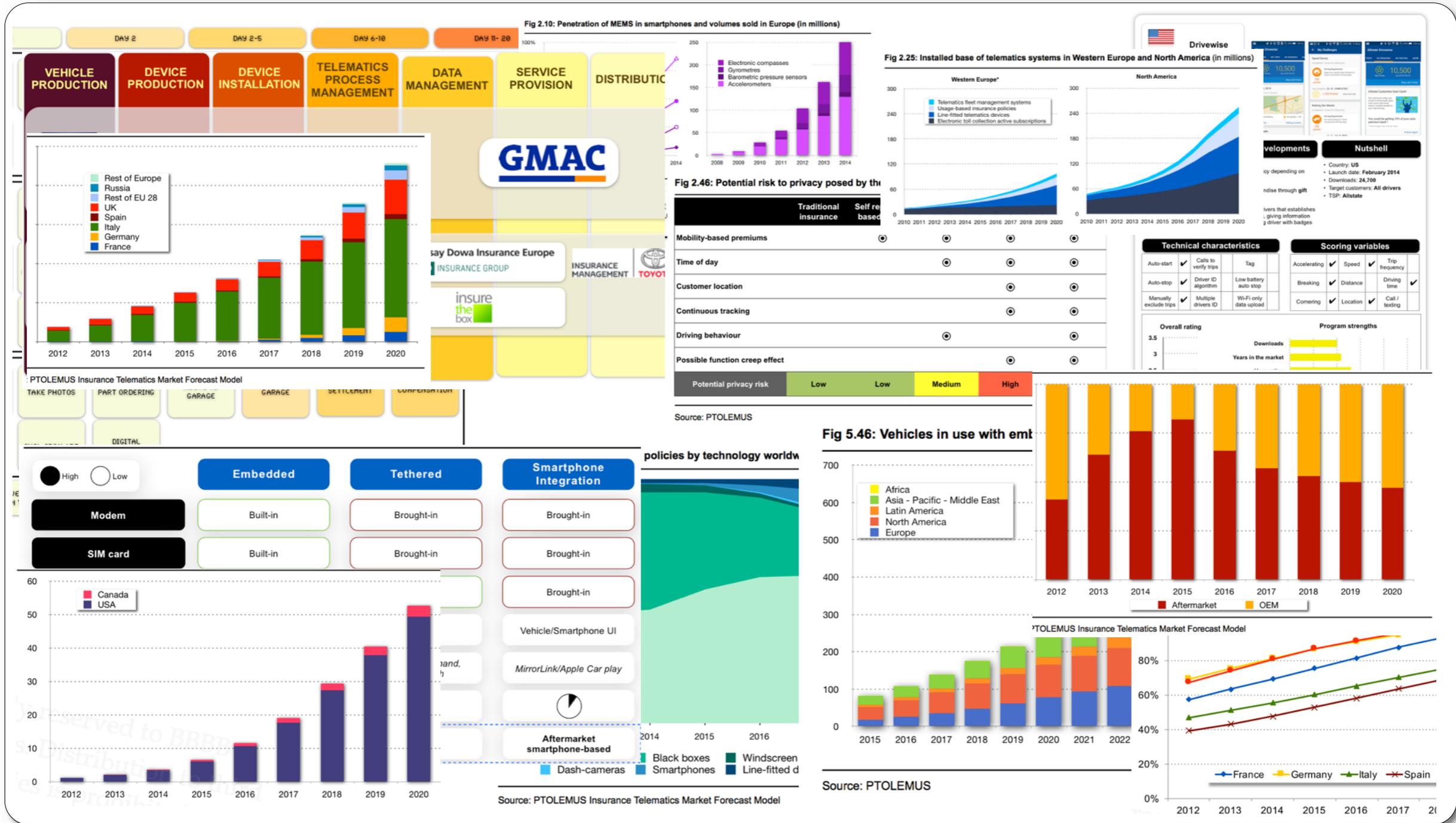
## 5- The present & future use of the OBD dongles and their data

- Overview of the OBD technology and its capabilities
- VAS and service augmentation opportunities explored
- Analysis of OBD data's main channels to market
- Assessment of the key independent connected car service providers

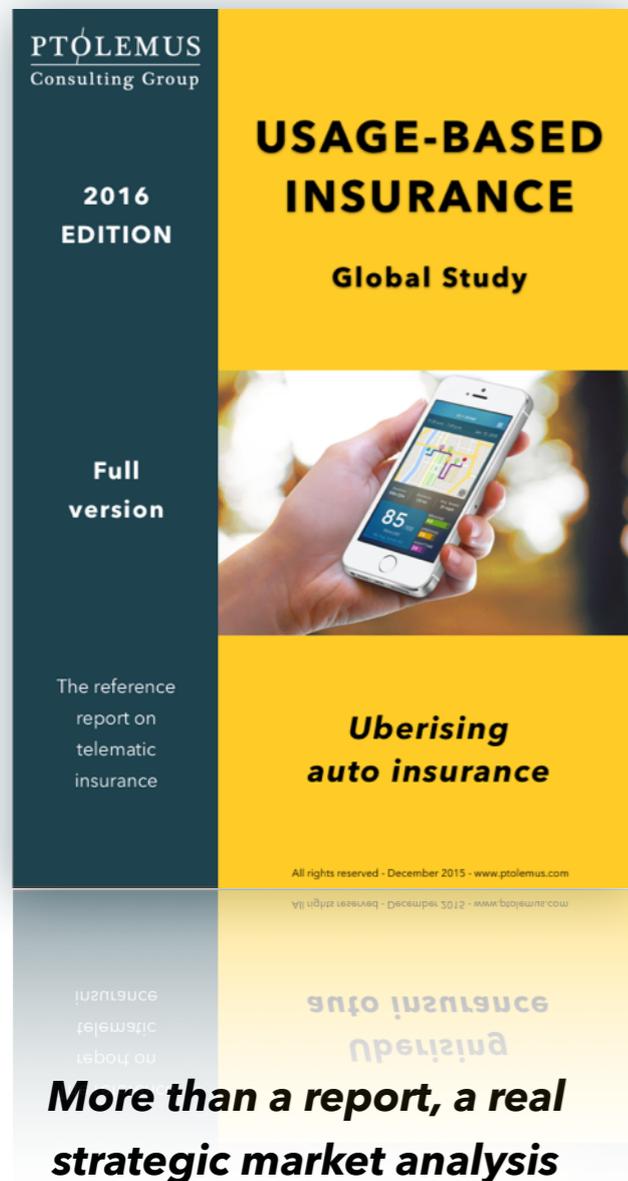
## 6- The fast changing role of car manufacturers

- Analysis of OEMs position on telematics services and UBI
- Assessment of the opportunities for insurers to use OEM data
- Likely models for insurance - OEM partnerships
- OEM data distribution strategy recommendation

# Illustrated by 422 figures validating each statement



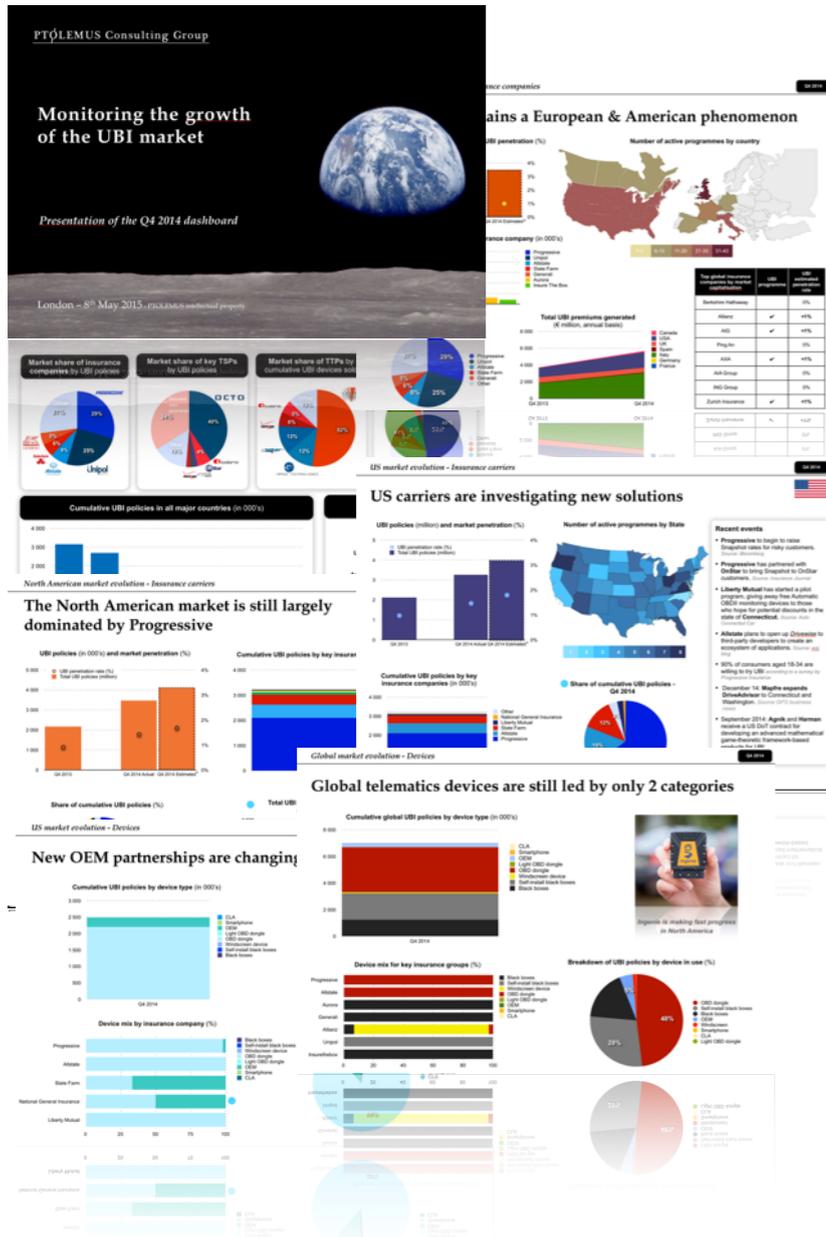
# The UBI Study is a searchable PDF document that can be used by the whole company, worldwide



Reports	Full Study	Full Study with 2020 & 2030 market forecasts
<b>Contents</b>	<ul style="list-style-type: none"> <li>• 900+-page study (PDF format, password-protected)</li> <li>• 50 TSP and TTP company profiles</li> <li>• 30 country profiles</li> </ul>	<ul style="list-style-type: none"> <li>• 900+-page study (PDF format, password-protected)</li> <li>• Market forecasts outputs with graphs (Excel format, password-protected)</li> <li>• 50 TSP and TTP company profiles</li> <li>• 30 country profiles</li> </ul>
<b>Company-wide licence</b>	<p><b>€ 6,995</b> Approx. \$7,685</p>	<p><b>€ 7,995</b> Approx. \$8,784</p>

For more information and to order the study, contact us at [thomas@ptolemus.com](mailto:thomas@ptolemus.com)

# We now issue a quarterly dashboard of the UBI market



All the hard data you need to define & adjust your strategy

- 60-page barometer of the global UBI industry
  - Covers 170 companies
  - Covers the US, Canada, Benelux, France, Germany, Italy, Spain, the UK, Australia, China, and other Asian countries
  - Issued on a quarterly basis
  - 250+ charts, tables & figures
- Leverages both public information & primary research
  - A large set of public information collected from conferences, desk research, etc.
  - Supplemented and validated by primary research & data (Interviews, supplier questionnaires, own market forecasts, etc.)
- Brings all key market news
- Estimates UBI volumes and sales for all main players
  - Insurance companies
  - TSPs
  - Technology providers
- Deciphers key market trends
  - UBI penetration
  - Number of programmes
  - Mix by business model (PAYD, PHYD, TBYB, etc.)
  - Market share of all main insurers, TSPs and device makers
  - Technology mix (Black boxes, OBD dongles, apps, etc.)
  - Business line mix
  - Segment mix (Young drivers, mature drivers, etc.)
  - Channel mix aftermarket / OEM

PTOLEMUS Consulting Group  
Strategies for Mobile Companies

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