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Liberty Home Guard Launches AI-Powered Platform with 98% Accuracy Using Tursio Engine

Liberty Home Guard is a top-rated home warranty provider known for its extensive customization options, comprehensive coverage, and high customer satisfaction. The company offers flexible plans with over 40 add-ons, rapid 24/7 claims processing, and a 60-day workmanship guarantee. Recognized by U.S. News & World Report as the #1 Home Warranty Company for multiple years, Liberty Home Guard stands out for its customer-first approach and industry-leading service standards. Founded in 2017, LHG provides highly flexible plans supported by a robust network of licensed technicians and consistently high customer satisfaction ratings.

INDUSTRY

Liberty Home Guard operates in the home protection industry, specializing in appliance, systems, and home warranty coverage.

RECOGNITION

The company has been recognized as the #1 home warranty provider by U.S. News.

TEAM SIZE

Liberty Home Guard employs between 500 and 1,000 team members across its operations. On average, the company handles approximately 200 claims per day.

ENVIRONMENT

The environment consists of AWS infrastructure, with data stored in Amazon Aurora and Snowflake layered on top for analytics and reporting.



4.7 out of 5 stars with over 15,000 consumer reviews



The Best Value Home Warranty Company for 2022, 2023, & 2024



Ranked the #1 Best Home Warranty Company for 2023, 2024



Rated the Best Overall Home Warranty for 2024! 5/5 Perfect Score!



Rated Best for Customer Satisfaction and the #1 Home Warranty Company for 2022, 2023, 2024



Rated the Best in Comprehensive Support for 2024

RESULTS

98%

Accuracy based on human evaluation

<2s

Average response time from the engine

1000s

Business rules and domain ontologies



“We have enjoyed working with the Tursio team and through their efforts and engine have been able to unlock operational savings. This innovative technology in partnership with Tursio streamlines certain critical business processes and allows us to provide more efficient service.”

— Ben Joseph, Co-Founder & Co-CEO, Liberty Home Guard

CHALLENGE

Liberty Home Guard has sizable platform to serve its clients and there are growing needs for operational improvements. Concretely,

1. A specific platform process required 15 minutes of manual work per instance,
2. Training a new platform agent typically took 3 to 4 months, slowing down ramp-up time,
3. The company aimed to optimize operational costs while maintaining service quality.

Leveraging AI is clearly valuable to improve such a platform process. However, the AI needs to be accurate and incorporate the nuances of the business for it to be reliable.

SOLUTION

TURSIO'S AI-POWERED SOLUTION WITH SMALL MODELING

To address Liberty Home Guard's growing operational demands, Tursio deployed a multi-layered AI engine that assists the platform process with near-instant accuracy. By combining historical data, business rules, and expert agent reasoning, the engine reduced manual process handling time significantly from several minutes to a few seconds. With 98% accuracy across numerous categories, the system ensures consistent, data-driven decisions at scale, while remaining transparent and easily customizable as the business evolves. Tursio's AI service has unlocked significant efficiencies and business value, enabling Liberty Home Guard to boost customer experience and quality of service.

“At Liberty Home Guard, our priority has always been to deliver exceptional value and convenience to our clients. With Tursio's cutting-edge AI technology, we are taking another significant stride towards enhancing our customer experience and maintaining our position as industry leaders.”

— Ben Joseph, Co-Founder & Co-CEO, Liberty Home Guard

HIGHLIGHT

LHG announcement notes: “We've implemented an AI-driven process, leveraging historical data to predict accurate outcomes. This enhancement improves efficiency and consistency in key processes.”



tursio

ABOUT TURSIO

Tursio builds AI tools and services to help knowledge workers be far more efficient. It leverages enterprise data and domain knowledge to build models that are highly accurate for specific business processes, boosting productivity (2-5x lower effort, 10x faster), and enabling organizations (10x more end users).

TURSIO'S MISSION

Tursio's mission is to turn enterprise databases into generative AI machines that can unlock business value, and its patent-pending technology is driving efficiency, innovation, and growth across Banking, Insurance, Healthcare, and Technology sectors.

TURSIO'S FOUNDATION

Tursio is a Bellevue, WA, USA based company founded by ex-Microsoft employees. The founders have PhDs in databases with decades of experience building core infrastructure in Microsoft Azure. It has corporate office in Bay Area, California and product research lab in Bengaluru, India.

GET IN TOUCH

To learn more about Tursio or a free trial,
contact us at info@tursio.ai or visit <https://tursio.ai>