

Exploring the Super 8 Themes

Reimagine Insurance with Hexaware's Agentic AI Solutions

Flyer



Imagine an insurance ecosystem where every process is faster, smarter, and more efficient. Where claims, underwriting, and customer interactions are powered by intelligent automation and data-driven insights.

Hexaware is making this vision a reality.

With Agentic AI solutions, Hexaware is empowering insurers, brokers, and reinsurers reimagine their operations, adopt bionic principles, and achieve measurable outcomes.

The Super 8: Reimagining Insurance, One Theme at a Time

Hexaware's Super 8 themes tackle the biggest challenges in insurance and deliver real results:

- 1. Legacy Modernization:** Upgrade legacy systems effortlessly with Hexaware's insurance-specific strategy and RapidX™ for seamless reverse and forward engineering.
- 2. Bionic Insurance:** Reimagine underwriting, claims, contact centers, and distribution with futuristic themes and innovation-driven value offices.
- 3. Digital Workforce:** Accelerate transformation and optimize operations with Agentic AI, powered by Hexaware's Tensai®, creating system, process, and role-based AI agents.
- 4. Data-Driven Decisions:** Leverage AI/ML to harness data and derive intelligent decisions across the entire business value chain.
- 5. Expense Optimizer:** Use fact-based insights to identify factors driving high expense ratios across business, IT, and corporate functions, with consultative recommendations to control outliers.

- 6. Digital Cockpit:** Leverage state-of-the-art dynamic dashboards to track portfolio profitability, risk, expenses, efficiency, workload, compliance, and fraud.
- 7. AI Surrounds:** Overcome platform limitations with plug-and-play AI/ML solutions that enhance core systems like policy, claims, billing, and distribution, delivering best-in-class capabilities and experiences.
- 8. New Age Facade:** Deliver personalized experiences for customers and agents through portals and mobile apps with voice, visual, and chat interfaces. Enable seamless FNOL, D2C, and e-submissions, tailored for Gen Y and Gen Z preferences.

Delivering Measurable Outcomes

Our Super 8 themes deliver results for insurers worldwide, improving their key business KPIs:

- Quote-to-Bind Ratio**
AI-driven quoting pathways optimize lead conversion, delivering a 30% uplift.
- Acquisition Cost**
Self-learning AI refines customer targeting, reducing costs by 25%.
- Straight-Through Processing (STP)**
Autonomous, AI-powered workflows eliminate manual touchpoints, enabling faster, error-free processing.

- **Claims & Underwriting Expenses**
Real-time risk assessment and adaptive AI workflows reduce expenses by 20%.
 - **Premium & Claims Leakage**
Advanced anomaly detection cuts leakage by 80%, safeguarding profitability.
 - **Customer NPS**
Conversational AI enhances customer satisfaction and loyalty, improving NPS scores.
 - **Speed to Market**
Generative AI automates compliance and product launches, reducing time to market.
 - **Self-Service Engagement**
AI agents empower customers 24/7, driving a 6-point increase in engagement.
- **Improve Financials**
Scale on demand and reduce upgrade timelines from ~40 weeks to just a few days, saving time and costs.
 - **IT Cost Reduction**
Achieve a significant reduction in IT operational expenses, ensuring a lower total cost of ownership (TCO).
 - **Agility**
Enable faster time-to-market with personalized and channel-specific solutions—2.5x faster than before.
 - **People Skillset**
Overcome future challenges in onboarding consultants with on-prem skillsets by ensuring consultant availability through modern solutions.
 - **Productivity Gains**
Boost developer productivity by 20-40% with cloud-native components and enhanced efficiency.
 - **Downtime Reduction**
Reduce business downtime by eliminating server restarts, ensuring uninterrupted operations.
 - **Continuous Feature Support**
No need to worry about end-of-support issues for platforms, as modern updates allow continuous feature additions.

Empowering Operations with Technical Excellence

Hexaware’s Agentic AI solutions boost insurance efficiency, scalability, and future-readiness with these technical outcomes:

- **Seamless Updates**
Enjoy cloud updates 3x a year, incorporating new technology and business capabilities effortlessly.

Why Hexaware?

AI-Driven Efficiency	Proven Expertise	Effortless Scaling
Pre-built Agentic AI solutions that reimagine the insurance value chain.	Decades of experience in P&C insurance across all segments and LOBs.	100% certified, on-demand workforce to meet your needs.

Let’s Build the Future of Insurance Together

Transform your P&C insurance business with Hexaware’s Agentic AI solutions. Leverage our Super 8 themes for smarter, faster, and more efficient operations.

Ready to reimagine insurance? Let’s connect: marketing@hexaware.com

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate. With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.