

Agentic AI for Insurance:

Accelerate Insurance Transformation with Tensai® AgentVerse

Flyer



Scaling Insurance with Agentic AI

Insurers have always evolved, from paper to portals, mainframes to cloud, and manual to automated. But the real leap forward isn't just more digital; it's agentic.

Agentic AI introduces AI-powered insurance agents that think, learn, act, and orchestrate, working across processes, systems, and roles to deliver scalable, human-aligned outcomes.

At the core of this shift is Hexaware's Tensai® AgentVerse, a modular, enterprise-grade framework, powered by artificial intelligence and perfected by human intelligence, that transforms workflows into intelligent ecosystems.

Challenges Insurers Face Today

Challenge	Impact
Siloed systems & disconnected workflows	Fragmented experiences and inefficiencies
Static insurance automation, limited adaptability	Inability to scale innovation and responsiveness
High manual effort in underwriting, claims, servicing	Operational delays and increased costs
Poor agent & broker experience	Low productivity and engagement
Compliance & governance concerns	Risk exposure in AI adoption

Tensai® AgentVerse: Where AI and Human Intelligence Unite for Insurance

Insurers need more than isolated AI pilots; they need an enterprise-ready platform to unify and scale AI. Tensai® AgentVerse delivers exactly that: a modular, compliant framework that transforms workflows into intelligent, AI-led ecosystems, perfected with human intelligence.

- **Enterprise AI Suite for Insurance:** Build a digital workforce of AI agents to transform business ops, IT ops, and large-scale programs.
- **Scale with Security & Ethics:** Insurers, brokers, and MGAs can deploy AI at scale with built-in ethical AI principles.
- **Lifecycle Governance:** Manage AI agents end-to-end: registration, cataloging, commissioning, and decommissioning.
- **Meta Brain Orchestration:** Coordinate multiple AI apps/agents, dynamically choosing the best tools while enforcing governance, lineage, and access controls.
- **Central Command Center:** Control and monitor all AI apps, whether built in-house or from third parties like Salesforce Agentforce or ServiceNow Now Assist.
- **Unified Dashboards & Integration:** Get real-time visibility on performance and errors with plug-and-play integration across CRMs, core systems, AI platforms, and data lakes.
- **Personalization Layer:** Customize workflows and value chains to align AI with each insurer's unique business needs.

How Tensai® AgentVerse Helps You Transform Insurance

With AgentVerse, you gain an AI-powered digital workforce designed specifically for insurance. It takes on repetitive tasks, adapts to your workflows, and ensures every process runs securely and intelligently, so your people can focus on what matters most: customers and growth.

What you can achieve:

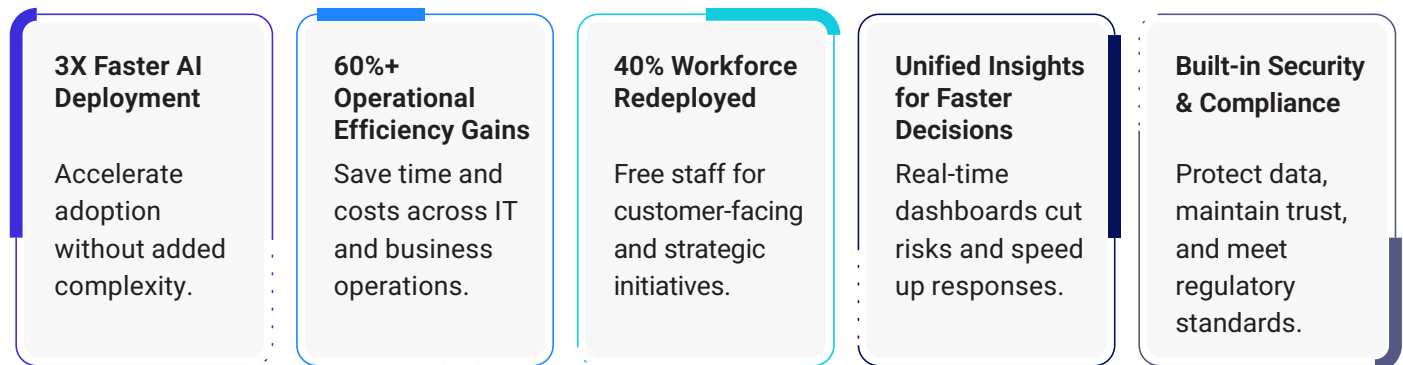
- **Scale AI with Confidence:** Adopt AI solutions faster with enterprise-grade security and Ethical AI principles.
- **Stay in Control:** Govern every AI agent from one place: register, catalog, monitor, and retire with full visibility.
- **Work Smarter, Not Harder:** Automate insurance claims, underwriting, and servicing to cut delays and costs.
- **Personalize Operations:** Align AI to your value chain, workflows, and agent/broker preferences for better productivity.

Why Hexaware? Your Partner in Insurance Transformation

When you choose Hexaware, you're not just buying technology—you're gaining a partner committed to your success.

- **Insurance DNA:** 3,000+ domain experts blending business and technology expertise to deliver measurable outcomes.
- **Proven Platforms:** Amaze®, RapidX™, and Tensai® drive speed, reliability, and cost efficiency.
- **Global Insurance Capability Centers:** India, Mexico, Poland, US, Philippines, UK, plus specialized AI & platform labs.
- **Flexible Pricing Models:** Outcome-based, gainshare, blended, licensed, token, and transaction-based options for guaranteed ROI.
- **Strong Ecosystem:** Partnerships with 80+ industry leaders ensure best-in-class, end-to-end solutions.
- **Leadership Commitment:** Ongoing investments in solutions, talent, and AI innovation to keep you future-ready.

Value You Gain



Let's Build Agentic Insurance Together

Start your journey toward scalable, ethical, and orchestrated AI in insurance with Hexaware as your transformation partner. Contact us at 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.