

AI-Ready Insurance:
From Data Foundations
to Intelligent Decisions

Hexaware partners with leading insurers to modernize legacy data ecosystems into AI-ready platforms—accelerating decision-making, strengthening risk insight, and improving customer journeys.



Data Platform Modernization
AI-ready architecture from legacy ecosystems



AI-Ready Data Products
Governed, trusted data for reliable ML/AI



Conversational Analytics
Natural language access to enterprise insight

WHY IT MATTERS

Why AI-Ready Insurance Matters

Insurance enterprises today are constrained not by a lack of data, but by fragmented ecosystems, complex document flows, and inconsistent data quality—limiting real-time decision-making and scalable AI adoption across underwriting, claims, and finance.

Hexaware addresses these gaps by aligning **data modernization with AI-led execution**, enabling insurers to operationalize intelligence across core functions.

By building AI-ready foundations, insurers can unlock the full value of their data estate—moving from reactive reporting to proactive, real-time intelligence that drives measurable business outcomes.

- Accelerate underwriting and risk evaluation
- Detect fraud faster and reduce loss ratios
- Enable real-time operational intelligence
- Improve regulatory compliance and reporting accuracy
- Faster, data-driven decision-making
- Build a stronger foundation for enterprise AI adoption

CORE OFFERINGS

Hexaware’s Core Offerings for Insurers

Our approach brings together data platform modernization, AI-ready data products, and conversational analytics—powered by AI agents to deliver measurable outcomes across underwriting, claims, finance, and wider operations.

1 Modernize for AI

Combining modern data platforms with AI-driven automation to remove core barriers to AI adoption.

Our Capabilities

- Advisory: AI-ready Data Architecture
- Advisory: Data Estate Rationalization
- Greenfield Data Platform Build
- Brownfield Data Platform Evolve
- Migrations: Legacy to “Any Modern Ecosystem”

Outcomes

- Scalable AI-ready data ecosystem
- Trusted data democratization
- Improved claims efficiency with proactive fraud detection
- Reliable actuarial models and compliant financial reporting
- Reduced operational overhead across the enterprise

2 AI-Ready Data

Helping build trusted, governed, and AI-ready data ecosystems—because AI initiatives fail due to poor data quality.

Our Capabilities

- Advisory: Data & AI Strategy
- Advisory: Data Governance for AI
- Domain Data Product Development
- AI for Business
- AI for IT
- Fine-tuned SLMs for insurers

Outcomes

- Reliable ML/AI models
- Consistent risk insight
- Improved regulatory compliance

3 Talk to Your Data

Natural-language interfaces powered by generative AI—enabling insurers to interact with enterprise data instantly.

Our Capabilities

- Reporting & Visualization
- Self Service Enablement
- Native Conversational Hub: Co-Pilot, Databricks Genie, Snowflake Intelligence, etc.
- Vibe Analytics: Talk to your data & reports using RAG or fine-tuned SLMs
- Intelligent dashboards with predictive analysis and RCA
- Automated reporting and regulatory insight generation via persona detection

Outcomes

- Empower teams across underwriting, claims, finance, and operations to ask questions and receive insights instantly

Real Outcomes. Real Stakeholders.

CLIENT STORIES – MODERNIZE FOR AI

CTO From model idea to live rate, months down to weeks

Challenge
Every model refresh waited on hand-built pipelines, so by the time a rate went live the market had already moved.

Hexaware Solution
Built an Agentic AI automation for the repetitive pipelines feeding the pricing engine.

Impact
Quicker model iteration and rate deployment, with actuaries focused on the model rather than the plumbing. Lower cost of operations.

CIO Pipeline incidents diagnosed and fixed before reporting slips

Challenge
Failures pulled engineers out of bed and out of focus, with root-cause analysis stuck in a few people’s heads.

Hexaware Solution
Agentic AI monitoring that diagnoses the issue and drafts a fix for a human to approve.

Impact
Faster resolution, fewer missed deadlines, and engineers building instead of firefighting.

CLIENT STORIES – AI-READY DATA

Head of Underwriting
Reveals leakages hiding in client’s delegated authority book

Challenge
Binder and bordereaux data arrived in hundreds of formats, so aggregation and leakage stayed invisible until a loss arrived.

Hexaware Solution
Automated ingestion against a single standard, with exposure and breach flags raised at the point of entry. Layered risk intelligence.

Impact
Accumulation and leakage became visible in near real time, and underwriters went back to underwriting.

Head of Claims
The claims data that couldn’t be trusted now catches fraud earlier

Challenge
Claims data was scattered across systems with no owner, so fraud signals were lost and models could not be trusted.

Hexaware Solution
A governed claims data product, with named ownership, service levels and Machine Learning model-ready features.

Impact
Suspicious patterns surfaced sooner, and analysts spent their time analyzing rather than cleaning.

CLIENT STORIES – TALK TO YOUR DATA

Head of Underwriting
Underwriters now answer “can we write this?” in minutes

Challenge
Every portfolio and appetite question joined a BI queue, so risk decisions leaned on stale or partial data.

Hexaware Solution
Natural-language access over certified exposure and performance metrics, grounded in governed data.

Impact
Faster, better-informed risk selection, with capacity calls made in the moment.

Head of Pricing
Every rate filed comes with its audit trail attached

Challenge
Justifying pricing inputs to regulators and Consumer Duty reviews meant gathering the evidence by hand each time.

Hexaware Solution
Conversational analytics over governed pricing data, with lineage behind every input and metric.

Impact
Pricing that is defensible and explainable on demand, and much less scramble when the regulator asks.

PROVEN RESULTS

Delivering Measurable Impact for Global Insurers

Hexaware partnered with leading insurance organizations to deliver transformative results across the value chain.



Underwriting Intelligence

- Implemented AI-powered risk analytics platforms for global insurers
- Enabled faster underwriting decisions with improved risk accuracy
- Reduced underwriting cycle time significantly while improving portfolio performance



Claims Transformation

- Deployed AI-based claims triage and fraud detection solutions
- Automated claims processing workflows using intelligent automation
- Reduced claims handling time and improved fraud detection rates



Customer Experience Personalization

- Implemented AI-driven customer insight platforms
- Enabled hyper-personalized product recommendations and engagement strategies
- Improved policyholder retention and digital engagement metrics

Why Hexaware

Hexaware combines deep insurance domain expertise with advanced data, cloud, and AI capabilities to help insurers accelerate transformation.



Proven Enterprise Experience
Proven experience delivering digital transformation for global insurance enterprises



Specialized Insurance Data Products
Specialized data products and solutions across underwriting, claims, and finance business units



Agentic AI & Cloud Expertise
Strong expertise in agentic AI data engineering, cloud modernization, and conversational analytics



Scalable Delivery Models
Scalable delivery models designed for complex enterprise environments

We deliver **measurable business value**—with technology as the enabler.

Ready to Start Your AI-Ready Insurance Journey?

Connect with Hexaware to explore how AI-ready data platforms and intelligent automation can accelerate innovation across your insurance business.

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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.

Learn more about Hexaware at <https://www.hexaware.com>.