



Hexaware + ServiceNow FSO for Insurance

Flyer



Today's insurers are expected to deliver seamless customer experiences, accelerate claims and underwriting decisions, reduce operational complexity, and modernize legacy processes — all at scale.

Hexaware helps insurers achieve this with ServiceNow Financial Services Operations (FSO): a unified, AI-powered insurance operations platform that connects distribution, underwriting, policy servicing, and claims through intelligent workflows and automation.

What Insurers Can Achieve with Hexaware + ServiceNow FSO

- » Deliver seamless omnichannel customer experiences
- » Accelerate underwriting and claims processing
- » Improve policy servicing efficiency and responsiveness
- » Reduce manual effort and operational costs
- » Enable AI-driven decision-making and automation
- » Modernize insurance operations on a unified platform

End-to-End Insurance Transformation

Distribution

Create connected customer and agent experiences across voice, web, mobile, chat, email, and messaging channels.

Underwriting

Automate submissions, quotes, and multi-carrier workflows with AI-assisted decisioning and streamlined underwriting operations.

Policy Servicing

Enable self-service, virtual agents, guided workflows, and faster resolution of policy inquiries and updates.

Claims

Transform claims operations with intelligent routing, workflow automation, field service mobility, and faster claims resolution.

Accelerators Built for Insurance

RapidX®-powered Underwriter Workbench

Simplifies broker and underwriting workflows with automated submissions, quotes, and risk handling.

CLV Maximization Solution

Helps insurers improve retention, upsell opportunities, and customer lifetime value through data-driven insights.

ServiceNow® Insurance Claims App

Pre-configured, scalable claims automation designed to improve efficiency, productivity, and customer experience.

Automated Extensions

- Automated claim intake from core systems
- Automated renewal and inspection reminders
- AI-powered document validation
- Vendor onboarding workflows

AI-powered Platform Intelligence

Hexaware combines ServiceNow FSO with AI-driven capabilities to help insurers operate smarter and faster.



Now Assist
for FSO



Predictive
Intelligence



Virtual Agent



Performance
Analytics



AI/ML-powered
automation



Security &
Compliance



Service
Mapping

Why Hexaware

Deep Insurance + ServiceNow Expertise

3,500+ ServiceNow
certifications &
accreditations

Advanced
Platform Partner

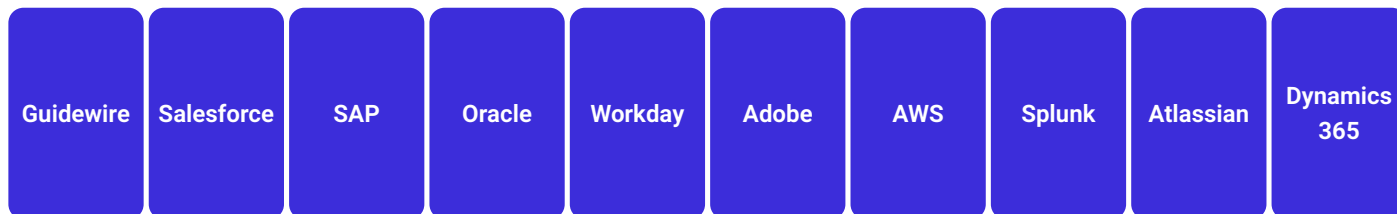
Now Assist
Implementation
Partner

5 Certified
Technical
Architects

Proven insurance
workflow
modernization
capabilities

Built for the Insurance Ecosystem

Seamless integrations with leading enterprise and insurance platforms including:



Discover how insurers are modernizing operations with AI-powered workflows, intelligent automation, and ServiceNow-native innovation.

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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>

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