





**Profit Leaks & Churn** 

60%

of time spent on low-value tasks for manual, rule-based underwriting

5 days

delay in processing time

20-30%

of churn and missed opportunities

**Claims Inefficiency** 



Leakage & Lost Loyalty

70-80%

of costs occupied by claimsrelated activities 3 days

delay in decision-making

35%

Increase in litigation

40%

Reduction in retention



# The Future is Al-First

of insurance organizations see AI as the most important technology for achieving their ambitions over the next three years.

Source: KPMG

# **Efficiency Up, Cost Down Across Functions**

#### Distribution

+45% increase in new sales

\$350

down in cost per policy

#### **Prospecting**

20-25% increase in lead conversion rates

15-20%
In acquisition cost reduction

### Underwriting

25-30% cost reduction \$100M+
Increase in annual underwriting profit

#### **Policy Servicing**

30-40% reduction in service costs

10-15% Increase in renewal rates

#### Claims

50%reduction in costs1-2 hoursIn processing time, down from 3-5 days

#### **Customer Engagement**

2.5% lifetime value

+\$100-200 cross-sell per policy

+20

\$200M+

Saved annually in

fraud-related costs

NPS



# Trends & Imperatives



### **Agentic AI** trends in insurance:

- Autonomous underwriting
- Al claims handlers
- Dynamic risk monitoring
- Intelligent customer service agents
- Embedded agentic workflows
- Continuous learning feedback loops



**APAC** Digital-first Adoption

**EU** Governance & Explainability

US Genai In Service Automation

Accompany the Al-First Future of Insurance

**Proven Experience** with 20+ years delivering transformative solutions for the BFSI industry, proudly trusted by







Global Delivery Model combines unique advantages of onshore, nearshore & offshore centers for accelerated delivery

Strategic Partnerships with Al Disruptors







ΛΙΤΟΜΛΤΙΟ





# **iSuite for AI-First Services**

### **End-to-end** platform for insurance

#### Al Claim

- •50% reduction in processing time
- 30–50% more fraud cases detected
- STP 50 86%

#### **Al-Agent Digital Platform**

- X2 times faster for agent onboarding
- 25% increase in conversion
- •33% Sales Figures Increase YOY

#### Insurance 360

40% reduction in manual ops effort

## Powering future-ready claims journey



**Omni-channel submission** 



Al decision support



ML-driven fraud alerts



# Success Stories: Complete Transformation with AI for Claim Processing

## Challenges



Fragmented claims



Manual process



High costs

### Results So Far



Fully automated digital claims



Reduced processing time



Smart fraud detection



Projected 60% efficiency gain

# **Future Expansion**



Full Agentic Flow Implementation for Claims:

- Agentic for ingestion
- Investigation
- Settlement
- Payment



Scale platform to global hubs

Since 2024, 8 Agile Teams, Hybrid Model

Cloud-native, Al-First Re-architecture

# Results So Far & 3-Way Partnership with Microsoft and FPT

# Rapid Delivery Momentum

FPT onboarded 7 product teams within weeks post due diligence in November 2024

Delivered 5 full product cycles (20 sprints) with 52+ resources

Achieved high client satisfaction enabling ramp-up for future projects

# **Strategic 3-Way Partnership**

#### Microsoft

- Azure PaaS & advanced Al tooling
- Cloud-native security & scalability



#### **Davies**

- Insurance & legal expertise
- Vision for Al-first claims platform
- Proprietary datasets & claims IP

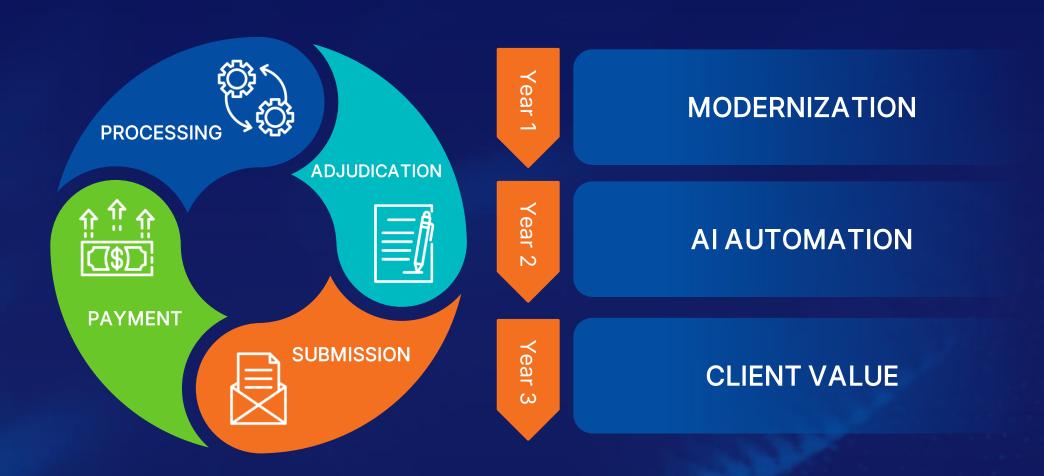


## **FPT Software**

- Offshore engineering excellence
- Adopted Davies' best practices:
- Agile & Product Engineering
- TDD/BDD, DevSecOps
- ISO27001-compliant delivery

# What's Next for Davies in 3 Years in Al application?

Claims Lifecycle Being Shortened Using Ai







# THANK YOU!

