



REDEFINING INSURANCE WITH AI:

From Complexity To Clarity

Profit leaks, churn & lost loyalty from underwriting and claims inefficiencies

Underwriting Delays

60%

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

5 days

delay in processing time

Profit Leaks & Churn

20-30%

of churn and missed opportunities

Claims Inefficiency

70-80%

of costs occupied by claims-related activities

3 days

delay in decision-making

Leakage & Lost Loyalty

35%

Increase in litigation

40%

Reduction in retention



The Future is AI-First

57% 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 | | Underwriting | | Claims | | |
|--|--|---|--|------------------------------|--|---|
| +45% increase in new sales | \$350 down in cost per policy | 25-30% cost reduction | \$100M+ Increase in annual underwriting profit | 50% reduction in costs | 1-2 hours In processing time, down from 3-5 days | \$200M+ Saved annually in fraud-related costs |
| Prospecting | | Policy Servicing | | Customer Engagement | | |
| 20-25% increase in lead conversion rates | 15-20% In acquisition cost reduction | 30-40% reduction in service costs | 10-15% Increase in renewal rates | 2.5% lifetime value | +\$100-200 cross-sell per policy | +20 NPS |

Trends & Imperatives



By Function

Agentic AI trends in insurance:

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



By Region

- | | |
|------|-----------------------------|
| APAC | Digital-first Adoption |
| EU | Governance & Explainability |
| US | Genai In Service Automation |

Accompany the **AI-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 AI Disruptors



iSuite for AI-First Services

End-to-end platform for insurance

AI Claim

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

AI-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






AI 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, AI-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 AI tooling
- Cloud-native security & scalability



Davies

- Insurance & legal expertise
- Vision for AI-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 AI application?

Claims Lifecycle Being Shortened Using Ai



Year 1

MODERNIZATION

Year 2

AI AUTOMATION

Year 3

CLIENT VALUE

“Transformation doesn't happen overnight, but with shared vision, AI unlocks **faster claims, better risk control**, and a more **human customer experience**.”



THANK YOU!

