

AI for Insurance *Operations.*

P&C, life and specialty workflows automated end-to-end on Guidewire, Duck Creek and legacy core stacks.

From strategy and pilots to production outcomes.

Five9

Kore.ai

Amazon Connect

Azure OpenAI

Copilot Studio

Guidewire / Duck Creek

35%

AHT reduction on FNOL calls

2x

Faster claim assignment from AI triage

Days → hours

SMB underwriting quote turnaround

60%+

Manual touches per policy removed

What is under pressure today.

P&C, life and specialty workflows automated end-to-end on Guidewire, Duck Creek and legacy core stacks.

01**FNOL is the moment of truth**

The first-notice-of-loss experience sets retention and referral for years.

02**Claims complexity**

Every non-trivial claim is an exception; rules engines never reach the long tail.

03**Underwriting operations**

Submission triage, enrichment and clearance are the AI-first opportunity inside UW.

WHAT GOOD LOOKS LIKE**The outcomes these programs are measured on.****35%**

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Ranges reflect outcomes observed across Pronix engagements. Your baseline is measured from your own data in the first two weeks, and every figure we report afterwards is a movement against that baseline.

Our position. We do not open with a percentage promise. We baseline the workflow, instrument it, ship one use case into production and report the delta — before anyone commits to a rollout.

DELIVERED ON YOUR STACK**Certified across the platforms this sector already runs.****Five9** Five9**kore.ai** Kore.ai Amazon Connect **Amazon Connect** **Azure OpenAI** **Copilot Studio** **Guidewire / Duck Creek**

We do not ask you to re-platform to adopt AI. Where a capability is already licensed in your estate, we configure it before we build anything new.

The workflows we deliver.

Named workflows with the delivery platform behind each — every one live in production for enterprises in this sector, with an evaluation harness and audit trail from day one.

 **FIVE9 + KORE.AI**

FNOL conversational triage

Collects loss details, photo uploads, sets severity and books the adjuster — adjuster-ready packages.

 **AZURE OPENAI**

SMB underwriting agent

Extracts submission data, runs appetite checks, prices tiers and drafts quotes for approval.

 **COPILOT STUDIO**

Policy issuance and endorsement automation

Agentic workflow orchestrates issuance across UW, ops and policy admin; humans handle exceptions.

 **AZURE OPENAI IDP**

Claims intake and adjudication

Document extraction, policy checks, exception routing and STP for eligible claims.

 **AZURE OPENAI**

Policy and endorsement copilot

Form-aware retrieval with state filters and an evaluation harness inside the UW workflow.

GUIDEWIRE / DUCK CREEK

Core-system integration

ClaimCenter, PolicyCenter, BillingCenter and AS/400-era systems via APIs and message bus.

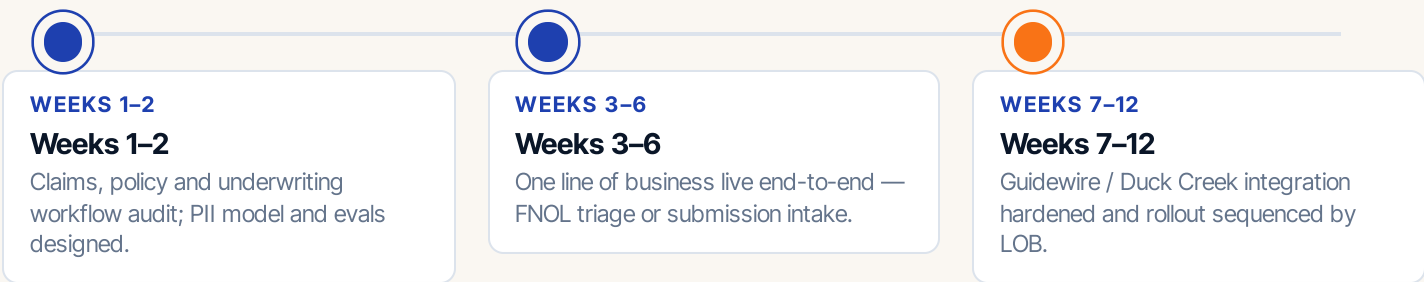
Governance built into delivery, not bolted on afterwards. Model-risk governance, audit trails, PII controls and human-in-the-loop on regulated decisions, with evals retained as exam-ready evidence.

How the first workflow reaches production.

A sequenced 90-day plan, an engagement model that matches how you want to buy, and the evidence pack a steering committee needs to fund the next wave.

THE FIRST 90 DAYS

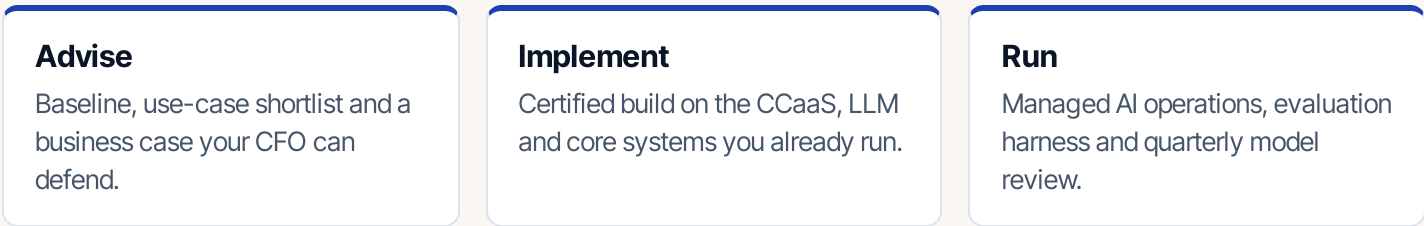
One workflow in production, measured against baseline.



Shadow mode, then A/B by team, then production — with guardrails agreed before build and no SLA movement without evidence.

HOW WE ENGAGE

Three engagement models, one accountable partner.



Outcomes our clients audited.

Selected engagements in this sector — the baseline, what we shipped and the measured result.

CASE STUDY · INSURANCE

Cutting LLM spend 41% at a Fortune 100 insurer

Fortune 100 insurer, 40+ AI workloads



AI spend had grown 6x in twelve months with no per-workload attribution, no routing policy and no monthly review. Finance couldn't defend the number. The CIO wanted a 30% cost reduction target without cutting workloads or degrading model quality.

- Instrumented every request
- Cheap-first cascade routing
- Monthly FinOps rhythm
- Guardrail budgets, not caps



CASE STUDY · INSURANCE

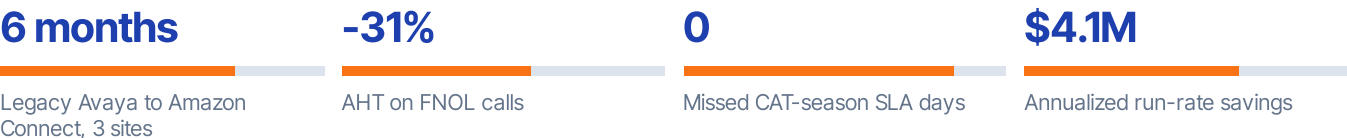
1,800-agent contact center cutover in six months at a P&C insurer — zero claims disruption

Mid-market P&C insurer, 1,800 agents



The insurer had 12 years of Avaya customization, three sites, and a CAT-season window they could not miss. Prior migration RFPs came back at 18 months. Leadership wanted six — with agent assist and Guidewire screen pop live, not deferred.

- Parity map, not parity clone
- Guidewire tool layer
- Site-by-site warm cutover
- CAT-season readiness drill



“We changed the platform on the way into CAT season and no policyholder noticed. That is the review we wanted.”

— Contact Center Director

Where to start.

Start with one workflow. Prove it against baseline. Then scale.

01**Baseline workshop**

Two sessions to size volume, cost-to-serve and the quality baseline we will be measured against.

02**Pilot in six weeks**

One workflow live in shadow mode, then A/B, with the evaluation harness in place from day one.

03**Scale and operate**

Production rollout, integration hardening and managed AI operations against agreed SLAs.

WHAT YOU GET IN THE FIRST 90 DAYS

**One workflow live
in production**

**Baseline and
measured delta**

**Evaluation harness
and audit trail**

**Rollout plan costed
by line of business**

PRONIX AT A GLANCE

200+

Certified engineers & architects

15+

Average years of enterprise delivery experience

9

Named CCaaS/CX, Conversational AI & Cloud partnerships

100+

Enterprise Clients Worldwide

3

Global delivery regions

24x7

Managed operations across three regions

NEXT STEP

Model the business case before you commit.

Run the sector ROI model, or book a working session with the practitioners who ship these programs.

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