



# INSURANCE AI

Drive frictionless, AI-augmented insurance operations



GET THE FUTURE  
YOU WANT



governance and compliance for a **leading global insurer**



times faster quote response time for a **major US insurer**



increase in supplier satisfaction for a **leading global insurer**

## Insurers are leveraging AI to adopt new ways

These are challenging, yet exciting, times for insurers. With customers in the insurance space expecting a seamless, “Amazon-like” experience accessible at any time and on any device, insurers are looking for innovative ways to interact with new markets and launch new products quickly into the market.

Harnessing the potential offered by artificial intelligence (AI), intelligent automation, and machine learning is crucial for staying ahead of the competition – especially in an agile marketplace where customers expect engagement on their terms and boardrooms expect real-time access to data-driven insights.

However, a lack of experience, isolated AI strategies, siloed, inconsistent data, ambiguous use cases, and traditional legacy systems mean that insurers have not been able to scale their AI operations to enjoy a tangible return on their investments.

## AI-augmented solutions deliver frictionless, enterprise-level outcomes

Capgemini’s portfolio of AI-enabled, data-driven assets and accelerators can help you transform your core insurance operations, as well as support functions such as finance, HR, and procurement, while enhancing customer satisfaction, improving operational efficiency, and reducing cost.

Our platform-based solutions provide end-to-end, customer-centric operations tailored to the specific requirements of your insurance company, delivering frictionless claims, endorsements, and submissions processing that enable you to transition to – what we call – [the Frictionless Enterprise](#).



## The Frictionless Enterprise

The Frictionless Enterprise seamlessly connects processes and people, intelligently, as and when needed. It dynamically adapts to your organization's circumstances to address each and every point of friction in your business operations.

At Capgemini, we have applied the Frictionless Enterprise to enhance cohesion across our entire suite of products and services. This enables us to respond rapidly to your changing requirements and deliver your specific business outcomes in a value-focused way.

We implement ways to detect, prevent, and overcome frictions – leveraging our latest thinking, organizational design, and intelligent solutions to achieve our goal of effortless operations.

## A powerful portfolio built on consulting, technology, and operations

Our assets and solutions also leverage Capgemini's renowned reputation for developing and delivering best-in-class business process services, including:

- **Intelligent automation for finance** – unlock value from your F&A function through frictionless, AI-enabled finance operations
- **Next-generation HR** – drive a frictionless employee experience through delivering next-generation HR operations
- **Digital customer interactions** – deliver a frictionless, personalized, digital-first customer experience.



## Why Capgemini?

Our long history and strong reputation in providing business process and sector specific services has already made a significant and positive impact on many of our client's bottom line and profitability.

- **99%** governance and compliance
- **50%** increase in supplier satisfaction
- **3** times faster quote response
- **100%** increase in growth
- **100%** increase in efficiency
- **84%** process automation
- Implemented a **98%** auto adjudication rate in claims processing
- **30%** improvement in turnaround time for policyholder services
- **35%** reduction in policy administration costs
- **40%** reduction in block administration costs
- Up to **40%** increase in productivity
- **40%** reduction in complaints
- **35%** reduction in printing and mailroom costs
- **50%** increase in provider satisfaction.



To learn more about how Capgemini's AI-augmented solutions can transform your core insurance operations to drive reduced cost and enhanced customer satisfaction, contact: [businessservices.global@capgemini.com](mailto:businessservices.global@capgemini.com)

## About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 290,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of €16 billion.

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