

Revolutionize policy servicing operations with end-to-end automation



Leveraging AI, enhance the operational backbone of your organization by improving efficiency, guaranteeing compliance and reducing operational costs.

Operational efficiency is a critical driver of profitability, but many insurers are held back by outdated servicing processes. Manual, high-touch processes create service delays, elevate compliance risks and drive up operational costs. These inefficiencies not only erode profitability but also compromise customer satisfaction and regulatory standing.

EIX-Policy Servicing removes these operational constraints with a scalable, intelligent servicing operation that delivers superior customer experiences while maximizing profitability. Powered by advanced AI for document and data processing, it transforms resource-intensive operations into scalable, intelligent and auditable workflows that drive competitive advantage.

Part of the expert.ai EidenAI Suite – a comprehensive, ready-to-deploy enterprise AI solution tailored by industry – EIX-Policy Servicing transforms your operational foundation with fully automated policy lifecycle management, from endorsements to renewals, premium audits and customer service workflows.

KEY CAPABILITIES

Intelligent document processing

Automatically captures and classifies incoming service requests, endorsements and audit documents using advanced AI tools that extract critical data fields, understand transaction intent and seamlessly trigger appropriate business workflows.

Dynamic workflow orchestration

Manages complex servicing tasks through sophisticated rule-based and AI-driven logic, eliminating manual intervention while maintaining accuracy and compliance.

Comprehensive system integration

Connects seamlessly to your core insurance systems, including policy administration platforms, audit platforms, CRM systems and billing engines, enabling complete lifecycle automation and human-in-the-loop verification.

Human-centric operating model

Reduces the manual workload by up to 70% while redirecting human expertise toward exception handling and strategic decision making, enabling scalable operations that grow with your business.

BENEFITS

- **Significantly reduce costs** while improving service turnaround times.
- Scale operations without adding staff and optimize resource allocation to **maximize operational ROI**.
- **Streamline operations** and consistently exceed SLA commitments.
- **Handle coverage modifications, premium audits and eligibility validation** through intelligent dynamic orchestration.
- **Maintain 24/7 processing** to meet peak demand periods.
- **Enhance decision support** through embedded business rules and AI explainability.
- **Improve customer satisfaction** through faster, more accurate service delivery.
- **Enable continuous operational improvement** through real-time performance analytics.

Expert.ai

Expert.ai is a company specialized in the implementation of enterprise artificial intelligence solutions to create business value. Through EidenAI Suite, expert.ai supports companies and public administrations in their AI adoption journeys by offering a suite of ready-to-use solutions tailored for vertical markets.

Learn more: www.expert.ai