

DATAMATICS

**Modernize Insurance
Processes and Systems
for the **AI World****



Modern insurance leaders must modernize legacy systems to manage rising volumes, regulatory changes, and customer expectations. Datamatics merges Agentic Process Automation with Digital Transformation, leveraging 25 years of domain expertise and 1800 professionals. By connecting fragmented data, it

automates critical processes across underwriting, claims, medical examination, and policy servicing, creating AI-ready operations. Datamatics delivers comprehensive Agentic AI, custom copilots, legacy integration, and advanced verification, enabling global insurers to transition seamlessly.

Agentic Process Automation

Bridge legacy insurance operations with AI-powered automation across underwriting and claims to drive scalable, highly efficient process autonomy.

Insurance Underwriting

Insurance companies receive millions of policy applications each year, many requiring complex evaluation of medical history, lab reports, and multiple risk factors. Traditionally handled through manual reviews, underwriting can be time-consuming and difficult to scale as volumes grow.

Datamatics TruAI Underwriting uses Agentic AI to automate document intake, unify fragmented data, and generate risk insights, enabling faster, more accurate underwriting with human oversight.

- **70%**
reduction in turnaround time
- **25%**
improvement in decision accuracy
- **50%**
reduction in operational costs

Claims Management

Claims processing is often slowed by fragmented data, manual document reviews, and complex policy interpretations, forcing adjudicators to spend more time gathering information than making decisions.

Datamatics TruAI Claims orchestrates the claims process through specialized AI agents that analyze claim documents, apply policy rules, and detect fraud patterns in real time enabling faster, more consistent claim decisions with human eyeball verification.

- **80%**
faster claim turnaround time
- **60%**
reduction in operational costs
- Improved fraud detection and reduced leakage
- Explainable decisions with full audit trails

Medical Examination

Health profile assessment is a critical part of medical underwriting. Manually joining the dots across different medical reports to assess a prospective customer can be erroneous, leading to a revenue leak.

Datamatics TruAI evaluates various medical reports, such as ECG and TMT, to create a concise summary that substantiates onboarding or rejection.

- Structured cardio risk analysis
- Overall risk assessment and recommendation with reasoning
- Elimination of false positives and false negatives

Policy Servicing

Policy servicing teams manage requests across emails, documents, calls, chat, and messaging apps, but manual processing often leads to delays, inconsistent responses, and compliance risks. Datamatics TruAI leverages multilingual chatbots, voicebots, and AI agents to capture, interpret, and process requests. Our Policy Servicing Agent streamlines email handling and policy servicing across multiple languages

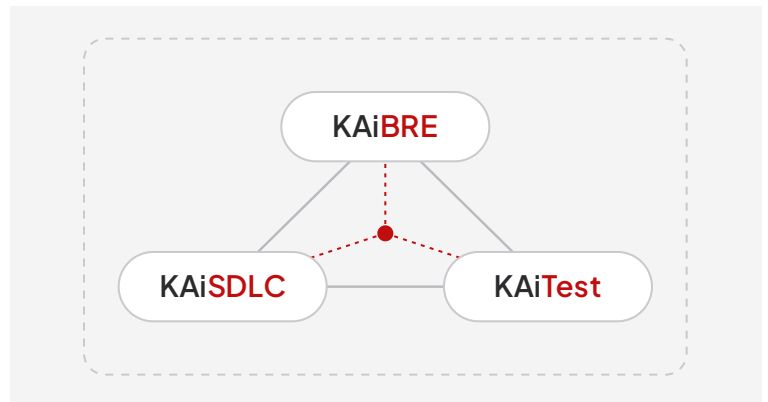
- **70%**
faster turnaround
- Lower cost to serve through automation
- Consistent and compliant policy servicing
- Efficient handling across Life, Health, Motor, and P&C insurance

Digital Transformation of Legacy Insurance Operations

AI-ready data, legacy modernization, and hyper-automation power Datamatics' core service pillars to drive autonomous, technical debt-free enterprise digital transformation.

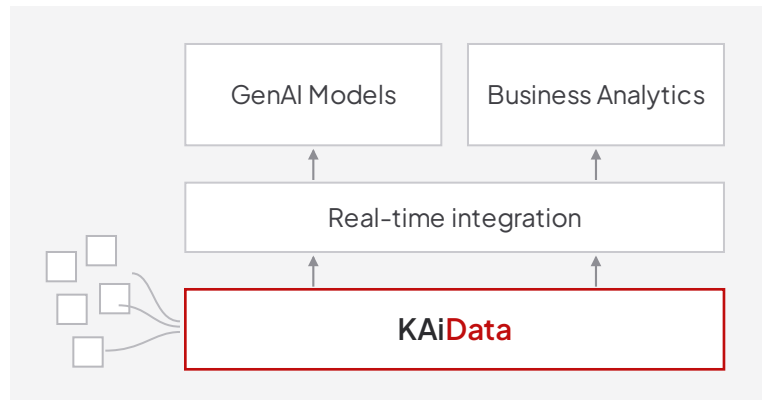
Legacy Modernization

De-risk and accelerate monolithic migrations with the Datamatics KAI suite. Extract embedded business logic with KAI BRE, accelerate development velocity using KAI SDLC, and ensure zero-defect deployments through automated testing via KAI Test.



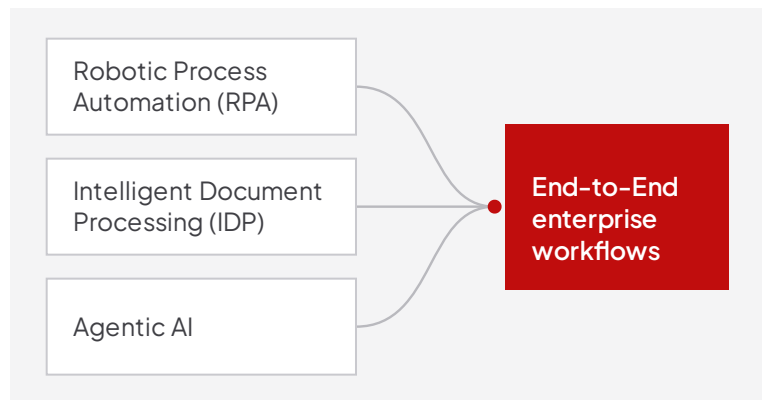
Enterprise Data Management (EDM)

Transform fragmented data silos into unified, high-fidelity pipelines. Powered by KAI Data, we establish robust governance, semantic architecture, and real-time integration to fuel production-grade GenAI models and strategic business analytics.



Hyper Automation

Orchestrate end-to-end enterprise workflows by converging Robotic Process Automation (RPA), Intelligent Document Processing (IDP), and agentic AI, delivering cognitive automation and scalable operational efficiency across mission-critical processes.



Datamatics Insurance Capabilities

25+

years

1,800+

Experts



Global Presence

Success Stories

70%



reduction in turnaround time for complex underwriting cases with TruAI Underwriting for a leading insurer

TruAI Underwriting assists underwriters in handling complex medical underwriting cases with greater speed, consistency, and insight.

15%



faster call resolution and 20% productivity gain in policy servicing for a US-based Insurtech company

AI-powered contact center solution for policy servicing with real-time noise cancellation, automated quality monitoring, performance analytics, and AI-driven coaching.

25%



improvement in revenue through legacy modernization for UK-based healthcare company

Built a digital-first, user-centric appointment tool tailored to both B2B and B2C segments. The modern appointment-booking solution supported online payments.

75%



reduction in turnaround time in case verification for a leading insurer

Implemented an intelligent pre-underwriting solution. Improved STP to almost 90%+, reduced manual verification, and improved underwriting readiness.

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