



DATA SHEET

Virtusa agentic AI for insurance

**Unlock speed, compliance, and intelligence in
modern insurance operations**



virtusa

Navigating complexity in modern insurance

Insurance leaders today are under mounting pressure to deliver faster, more personalized, and compliant services while managing rising operational costs. Traditional automation and rule-based systems often lack the scalability and adaptability necessary to keep pace with evolving customer expectations, regulatory demands, and increasingly shorter turnaround times.

Adding to this challenge, regulators are intensifying scrutiny of AI applications, especially in underwriting and marketing. Integration challenges with legacy platforms and compliance requirements (GLBA, CPRA) add more hesitation, while the ROI of new AI adoption often remains unclear. Many insurers relying on layering AI agents on legacy workflows or using simplistic chatbots are limiting their ability to unlock the true potential of AI-driven transformation.



Why Virtusa



Virtusa addresses these challenges by combining deep domain knowledge with advanced AI/ML to create a set of capabilities tailored specifically for insurance. Our differentiators ensure insurers deploy AI at scale with measurable business outcomes:

- **Open innovation platform (OIP):**
Safe ecosystem for generative AI experimentation.
- **Assurance accelerators:**
Certify AI models for production rollout.
- **Domain-driven engineering:**
AI aligned to insurance-specific processes.
- **Human-in-the-loop oversight:**
Automation balanced with accountability.
- **Integration by design:**
API-first approach, minimizing disruption.



Comprehensive capabilities that drive transformation

Virtusa's agentic AI suite delivers robust capabilities tailored to modern insurance demands:

- **Insurtech platforms:** Cloud-native cores for hyper-personalized experiences.
- **Underwriting workbench:** Agentic AI-driven insights + collaboration tools for accurate risk selection.
- **Next-gen claims transformation:** Agentic AI + automation to optimize FNOL, speed adjudication, and detect fraud.
- **Compliance-ready architecture:** Designed for GLBA and CPRA with built-in bias monitoring and audit controls.
- **Straight-through processing:** From submissions to claims, minimizing manual work.

Key benefits of agentic AI adoption include:

- Transforming the provider call center to achieve a 25% deflection rate.
- Reducing TAT for underwriting and claims processing.
- Enabling 50% faster time to market.
- Increasing user interface responsiveness and accessibility by 70%
- Transforming member service by scaling to 70,000 agents and 20M+ members.
- Improving risk accuracy and policy issuance speed.
- Increasing operational efficiency by reducing manual work.
- Delivering faster, consistent, and intelligent customer experiences.
- Ensuring compliance with built-in bias monitoring, audit logging, and role-based controls.
- Seamlessly integrating with core platforms, APIs, and enterprise data systems.



Delivering measurable impact

Leading insurers are already harnessing Virtusa's agentic AI for measurable impact. Our clients have transformed their member service through our Agent Assist solution by scaling to 70,000 agents and 20 million+ members, and their provider call center, utilizing conversational agents for a 25% deflection rate.

Our clients have also unlocked new levels of efficiency, scalability, and innovation readiness. The shift enabled a 50% faster time to market for launching and integrating new solutions. They also saw a 70% boost in user interface responsiveness and accessibility, along with full 100% cloud compatibility.

With seamless integration into existing core systems and enterprise data, insurers are future-proofing their operations and creating scalable, outcome-based transformation.

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Discover how autonomous intelligence can transform underwriting, claims, and customer engagement workflows while preserving trust and control.

To learn more contact us today at marketing@virtusa.com

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Virtusa is a global product and platform engineering services company that makes experiences better with technology. We help organizations grow faster, more profitably, and more sustainably by reimagining enterprises through domain-driven solutions. We combine strategy, design, and engineering, backed by unmatched expertise at the intersection of industry, business, and technology to generate real-world business impact for clients.

Headquartered in Massachusetts with global delivery centers, Virtusa provides a broad range of services, solutions, and assets, including strategy and design, AI advisory and services, digital engineering, data and analytics, digital assurance, cloud and security, and managed services across industries such as financial services, healthcare, communications, media, entertainment, travel, manufacturing, and technology.

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