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BizAI Use Case: a Processing Automation

INDUSTRY	ORGANIZATION	PROCESS AREA
Insurance — Specialty Property & Casualty	AEGIS London, a leading UK insurer with over $1B in annual premium volume.	Policy Endorsement Processing (mid-term policy changes)

01 Challenge

AEGIS London's underwriters were inundated with **tens of thousands of endorsement requests** each year—policy amendments arriving in **unstructured formats** from brokers and agents.

Processing each endorsement manually required interpretation, categorization, and data entry across multiple systems — averaging **5 minutes per endorsement** consuming significant underwriting time and slowing service levels.

- High manual workload
- Processing delays and bottlenecks
- Increased potential for manual error and compliance risk
- Growing operational costs

AEGIS sought a GenAI solution capable of automating the endorsement lifecycle — from understanding policy context to routing and system updates — while operating under strict governance requirements and integrating with its Pega-based platform.

02 BizAI Solution

Fisent deployed BizAI, its Applied GenAI Process Automation platform, to automate endorsement processing through document understanding, rule-based inference, and contextual categorization.

Implementation details:

- Conducted an **accelerator sprint** with AEGIS stakeholders to define the automation model.
- Configured **55 underwriting rules** within BizAI to recognize endorsement details and extract key policy data.
- Built a feedback-driven refinement loop enabling rapid improvements to the efficacy of the AI outputs. (we don't train ANY models)
- Integrated BizAI with AEGIS's existing **workflow and Pega systems** for seamless data handoff.

The system now:

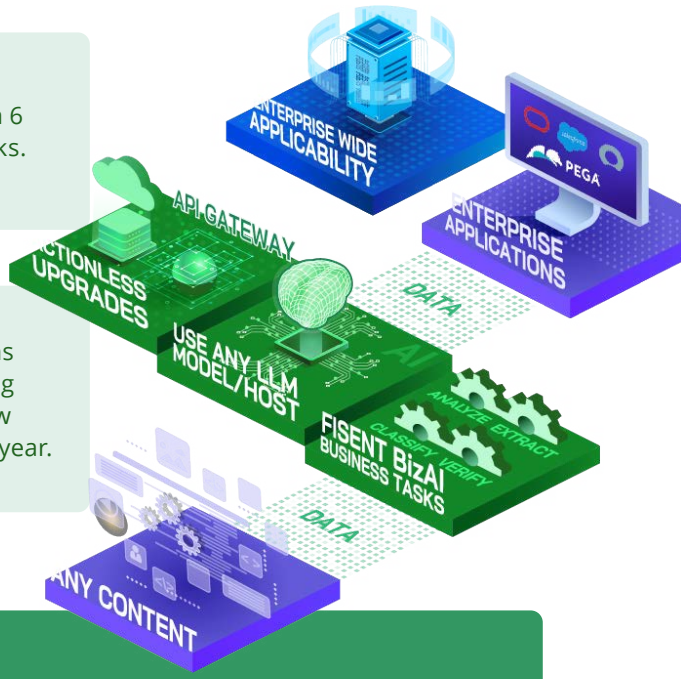
- **Reads and classifies** - inbound endorsement documents in any format.
- **Extracts** key data using GenAI-driven contextual understanding.
- **Automates the Routing** - of structured data to underwriters and policy systems for validation and update.
- **Explains** its rationale for decision-making, improving transparency and auditability.

03 Business Outcomes

Metric	Before	After BizAI	Impact
Accuracy in data extraction	~70%	**98%**	Near-perfect categorization reliability
Average duration to ingest/review document	5 min	**2 min** (→ 20 sec planned via API)	>60% current reduction; >90% automation target
Unprocessed endorsements	25%	0%	Full visibility and compliance
Underwriter workload	100% manual	**Automated with triaged cases escalated**	Refocus on underwriting new business

04 Key Benefits

1. **End-to-end automation** of endorsement classification, review, and processing.
2. **Rapid iteration** — from 6 rules to 55 within 6 weeks.
3. **Scalable deployment** across other document-heavy processes (e.g., request for quote ingestion, risk summaries).
4. **High ROI** within months of deployment, enabling a roadmap for 8-10 new automation use cases per year.



05 Conclusion

AEGIS London's deployment of **Fisent BizAI** demonstrates the measurable impact of **Applied GenAI Process Automation** in insurance operations.

By transforming endorsement processing from a manual, error-prone task into a **high-accuracy, low-latency digital workflow**, AEGIS achieved new levels of efficiency, transparency, and risk control—laying the foundation for its broader automation strategy.