

BizAI Use Case: Policy Endorsement Processing Automation

INDUSTRY

Insurance — Specialty
Property & Casualty

ORGANIZATION

AEGIS London, a leading UK
insurer with over \$1B in annual
premium volume.

PROCESS AREA

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
- Increased potential for manual error and compliance risk
- Processing delays and bottlenecks
- 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.



Read the Full Case Study on
our Implementation with AEGIS
London

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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.

Agentic Actions Framework

- **Reads and classifies** - inbound endorsement documents in any format.
- **Extracts** key data using GenAI-driven contextual understanding.
- **Explains its rationale** for decision-making, improving transparency and auditability.
- **Apply policy and compliance rules** to determine reimbursable vs. non-reimbursable charges, flagging exceptions for audit review and potential fraud detection.



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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

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Key Benefits

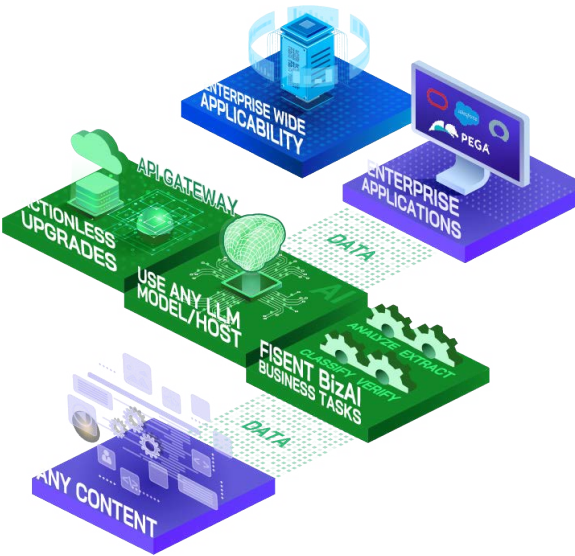
- 1

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.



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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.