

Insurance: Hyper-specialization meets Agentic AI



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Global Industry Practice Head - Insurance

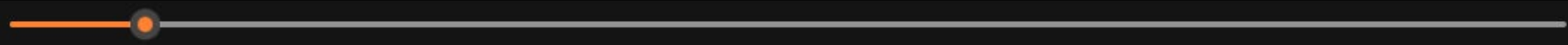


ASHISH MISHRA

Chief Delivery Officer - Insurance, BFS & Travel

Key Messages

- 1 Coforge is **hyper-specialized** in Specialty, Commercial & Personal Lines
- 2 Coforge's **NEXA** Agentic Platform providing Intelligence layer on top of Core Platforms
- 3 We have industrialized **agentic AI delivery at scale**



Coforge's NEXA Intelligence Platform accelerating Insurance Operations

CLIENT PERSONAS USING NEXA

Brokers · Underwriters · Claims Adjudicators · Customer Service

SUITE OF 30+ AI ASSETS

Underwriting · Claims · Product · Service · Modernization

INSURANCE KNOWLEDGE GRAPHS

Industry Context · Ontology

NEXA ENTERPRISE FOUNDATION

Observability | Input-output guardrails
Governance | Audit logs | Decision trace

INSURANCE CORE PLATFORMS

Duck Creek · Guidewire - Policy, Billing, Rating, Claims

NEXA Agentic AI Platform consolidates our Hyper-specialization in Specialty, Commercial & Personal Lines

Core Platforms



Duck Creek



5200

Industry experts

100%

Industry Certified Professionals

75

Best in Class NPS

30+

Insurance Specialized Assets Live

Industry Recognitions



Leader & Star Performer
in Everest Group Duck
Creek Services PEAK Matrix
Assessment 2026



Leader in ISG Duck
Creek Services
Ecosystem – Global,
2026



Leader in Insurance
ITO Specialist in
Insurance Services-
Strategic Capabilities,
2025



Leader in ISG
Insurance ITO
Services Specialist
Assessment 2025

NEXA Agentic AI Insurance Assests driving Smarter Outcomes

AI-Enabled Submission Center

Centralizes broker submissions; orchestrates extraction, validation and appetite-based prioritization.

+30% underwriting capacity

Agentic State Rollout Factory

Automates rates, forms and filings across jurisdictions - faster launches, stronger compliance.

25% faster new revenue

AI-Enabled Product Rollout Factory

Industrializes the product lifecycle via agent-driven configuration, setup and release validation.

30% faster launches

Agentic AI Global Expansion

A repeatable model for new markets - no rebuilding configs or regulatory frameworks per geography.

Repeatable market entry

Core Platform Modernization

Agents decode legacy complexity, stabilize integrations and automate regression testing.

30%+ lower TCO

Agentic Claims Triaging Center

Automates intake, triage and routing; surfaces fraud signals early; lifts adjuster productivity.

35%+ faster triaging

Agentic delivery using NEXA has delivered outsized impact

App Factory at Scale

Solution

Enterprise GitHub Copilot on NEXA Platform

BlueSwan Agents for STLC

18 Mod Squads in Product Engineering:
Engineering Team + Agents

Key Outcomes

25% Velocity uplift in SDLC delivery

- AI App Factory: 3 Apps live
- 80% Test Cases generated by agents

Specialty Carrier Modernization

Solution

Modernizing Duck Creek Legacy system with NEXA's Velocity-X agent

6 Mod Squads: Duck Creek Specialists + Agents

Key Outcomes

30-35% effort reduction in modernization

- 25% saving in performance analysis
- NEXA Chatbot: 80 end users, saving 30% underwriter capacity

Integration modernization

Solution

Reverse-engineering & forward-engineering agents modernizing legacy APIs, deployed using CI/CD agents

2 Mod Squads: API Specialists + Agents

Key Outcomes

30% productivity gain across SDLC

- 90% accuracy on reverse-engineering
- 60% agentic code on migrated services
- 25% faster delivery
- 50% faster Integration Foundation build

Key Takeaways

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Coforge
Investor Day
2026

Let's engage!

