Infosys topaz AI Next

Turn Fragmented Insurance Operations Into Connected, Intelligent Journeys



Infosys Topaz AI Next Digital Door solution for Insurance is a reusable, AI-powered system of engagement that creates a single, frictionless front door for customers, employees, brokers, and partners.

Working alongside existing systems, it understands requests, orchestrates actions, and drives outcomes from intake to closure.

Business Outcomes *

20-40%
lower total cost of ownership

30-50%
faster time-to-value

40-60%
reduction in NIGO and rework rates

30-40%
faster turnaround times

Capture Every Request. Orchestrate Every Journey. Close Every Case.

Turn requests from every channel into governed journeys, so teams resolve work faster and with fewer errors.

Key Challenges

- Disconnected Journeys
- Fragmented Operations
- High Manual Effort
- Poor Data Quality
- Limited Visibility
- Inconsistent Customer Experience

**Actual outcomes will depend on the implementation context and business environment.*

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Next-Gen Insurance Operations, Powered by Agentic AI

A unified system of engagement that orchestrates every request from intake to closure, across existing policy, claims, CRM, billing, and content systems.

Multi-Channel Intake

- Email
- Portal
- Web forms and APIs
- Scanned documents (Fax & Paper)

From Intake to Closure: An Intelligent, AI-Powered Journey

Intake
Unified intake across email, portals, forms, APIs, and documents (Fax, paper, etc.).

Routing
Applies smart allocation to route work based on rules, workload, urgency, and SLA commitments.

Classify
Identifies intent, document types, and the information they contain.

Extract
Convert any document format into usable business data.

Enrich
Applies context, validations, and business rules to ensure processing readiness.

Closure
Executes actions and updates downstream systems with minimal manual data entry, enabling faster decisions.

Agentic AI-Led Orchestration

The solution can orchestrate specialized AI agents across the intake-to-decision lifecycle, such as those mentioned below:



Submission Readiness Agent
Finds missing information, documentation gaps, and NIGO risks before work enters the pipeline.



Data Enrichment and Validation Agent
Validates data against internal and external sources and builds a decision-ready view.



Decision Intelligence Agent
Surfaces recommendations, risk indicators, precedents, and next-best actions.



Knowledge and Policy Advisor Agent
Retrieves product guidelines, procedures, regulations, and business rules on demand.



Operations Insights Agent
Flags bottlenecks, workload imbalance, and SLA risk.

Systems of Record

PAS / core insurance	CRM	Content	Finance and billing	External intelligence sources
Duck Creek, Guidewire, Vitech, Sapiens, FAST, Majesco	Salesforce, Microsoft Dynamics	OnBase, FileNet, OpenText, SharePoint	SAP, Oracle, billing platforms	LexisNexis, Verisk, Experian, and regulatory data providers.

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Why Choose Topaz AI Next Digital Door?

Frictionless journeys. Governed intelligence. Enterprise-scale orchestration.

Lower TCO

Consolidates multiple workflow, AI, and operations management solutions into a single solution, reducing cost and complexity.

Packaged insurance journeys

Preconfigured journeys, workflows, workbenches, and integrations reduce implementation effort and risk.

Seamless integration with existing systems

Works across policy, claims, CRM, billing, and content systems without core replacement.

Agentic AI driven execution

Specialized agents interpret, validate, decide, and orchestrate work across the operational lifecycle.

Persona-based workbenches

Persona-driven queues and workspaces create one operational view for every role.

Faster pilot-to-value with low-code agility

Rapid deployment through reusable components and customer-specific configuration, enabling organizations to start small, prove value quickly, and scale incrementally.

End-to-end case ownership

Maintains ownership, status, SLA, decision, communication, and audit trails across every handoff.

Key Use Cases

- Broker submission-to-quote and onboarding
- Policy servicing
- Claims intake-to-adjudication
- Group benefits enrollment and client onboarding

Ready to open the Digital Door to faster, smarter, and more transparent insurance operations?

Get in touch to learn more!

contact@edgeverve.com

Infosys topaz AINext

Infosys Topaz AI Next is a unified business operations platform designed to orchestrate and transform enterprise operations, unlock digital-native performance, and accelerate the journey toward autonomous enterprises. Infused with next-generation AI capabilities, it powers EdgeVerve's portfolio of curated industry solutions, helping enterprises move beyond AI experimentation to accelerate time-to-value, maximize ROI, and realize sustained business value at scale.