Infosys topaz AI Next

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Transform Claims and Disputes with AI-Driven Intelligence

Unlock a new era of intelligent claims and disputes management. Autonomous agents work alongside your teams to investigate,validate, resolve, and recover at scale - helping you protect margins, accelerate outcomes, and proactively prevent revenue leakage.

The Problem, Grounded in Industry Data

Trade spend, deductions and chargebacks create a margin leak that is often known but not fully recovered because the process cannot move fast enough.

10-20%
of total deduction value can become unrecoverable write-offs.

31%›72%
recovery spread from manual processes to AI-native tools.

1.2-2.4%
of gross revenue written off annually by mid-market CPG companies.

Business Outcomes

Recover & Protect Today
Immediate cash impact. Maximize recovery and reduce write-offs.

Prevent Future Leakage
Root-cause elimination. Detect risks early and eliminate recurring causes.

Expand Coverage
Breadth of recovery. Capture low-value and fragmented claims.

Create Operating Leverage
Scale without headcount. Increase throughput without proportional growth.

Ground-level reality this solves for

AR Analyst
Processes 200-500 claims a week across 3-5 retailers and spends roughly 60% of that time on portal logins, downloads and copy-paste data entry - not judgment

Trade Finance Manager
Needs budget-vs-claim visibility to approve confidently, but often reconciles promotional spend from spreadsheets

Result
Evidence isn't assembled in time, causing recoverable claims to be written off.

Recover Today. Prevent Tomorrow. Protect Every Dollar.
An AI-led claims and deductions platform that maximizes revenue recovery, prevents invalid payouts and write-offs, eliminates recurring leakage, and scales resolution across every eligible claim.

Key Challenges

Slow, Manual Claims Operations:
15-20 minutes per claim
3-4 FTEs to process 500 claims/week.

Persistent Revenue Leakage:
5-15% of gross sales, per industry estimates.

Disconnected Data Ecosystem:
Claims scattered across email, Excel, ERP and 10+ portals.

Duplicate & Fraud Risks:
Overpayment without ML-based deduplication.

Suboptimal Dispute Recoveries:
Evidence assembled too slowly to beat the 30-90 day window.

Operational Scalability Constraints:
Peak volumes overwhelm manual teams.

ONE INTELLIGENT PLATFORM FOR CLAIMS, DISPUTES AND REVENUE RECOVERY

Ingest
Claims from email, portals, EDI, API and SFTP

Validate
Evidence, rules, duplicates and claim type checks

Resolve
Recommendations, workflow, settlement and exceptions

Prevent
Root-cause analysis, risk rating and anomaly signals

Orchestrate every stage of the lifecycle - from claim ingestion and validation to dispute resolution, recovery and settlement - with AI-powered precision and control.

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Next-Gen Claims & Deductions, Powered by Agentic AI

One platform to ingest, validate, orchestrate and resolve every claim and deduction, while learning from outcomes to prevent recurrence.

CUSTOMER & CHANNELS

- Customer Portal
- Email
- EDI/ API
- SFTP/ ERP

- Multisource Claim Ingestion
- AI Extraction & Enrichment
- Classification & Duplicate Checks
- Evidence & Policy Validation
- Intelligent Matching
- Autonomous Orchestration
- Exception-Led Workbenches
- Settlement & Reconciliation

AI-LED CLAIMS ORCHESTRATION



CLAIMS INTAKE AGENT
Capture, structure and route



VALIDATION AGENT
Verify proof and business rules



DISPUTE & RECOVERY AGENT
Build cases and pursue payback



SETTLEMENT & RECONCILIATION AGENT
Post outcomes and close the loop

SYSTEMS OF RECORD

- **ERP** — SAP / Oracle / legacy
- **TPM** — Promotions / agreements
- **CUSTOMER** — CRM / retailer portals
- **LOGISTICS & BANKS** — POD / carriers / remittance

UNSTRUCTURED-READY

Understands emails, documents, portal content and remittance data.

ADAPTIVE

Learns from analyst decisions, overrides and historical outcomes.

PROACTIVE

Pursues missing evidence, approvals, disputes and recoveries.

GOVERNED

Operates with policy controls, confidence, human approval and audit trail.

Expected Benefits

Effectiveness. Efficiency. Experience.

The business case is not only faster processing. It is stronger recovery, lower write-offs, more coverage and a better operating experience for analysts, leaders and retailer relationships.

60-75%
Net Recovery Rate target range

< 25%
Invalid deduction write-off

+15 –20%
Dispute win-rate improvement

Up to 65%
Straight-through processing

Up to 50%
Lower cost per claim

<2 weeks
Deduction resolution cycle time

EFFECTIVENESS

Are we recovering the right dollars, correctly?

Recover the right dollars with controlled, explainable decisions.

- Increase Net Recovery Rate.
- Reduce invalid deduction write-offs.
- Improve dispute win rate.

EFFICIENCY

Are we doing it faster, at lower cost, at scale?

Resolve more claims at lower cost and greater scale.

- Increase straight-through resolution.
- Reduce cost per claim.
- Shorten deduction aging and cycle time.

EXPERIENCE

Is this workable for the people and relationships involved?

Shift analysts from evidence chasing to exception-led recovery.

- Prioritized, SLA-driven work queues.
- Explainable recommendations and confidence.
- Leadership visibility into aging, recovery, and write-offs.

Operating Shift

From fragmented research, portal navigation, and spreadsheet reconciliation to governed, explainable case work.
Analysts focus on exceptions, judgment, and recovery decisions rather than evidence chasing.

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WHY CHOOSE INFOSYS TOPAZ AI.NEXT CLAIMS & DISPUTES?

Recover Faster. Decide with Confidence. Prevent Revenue Leakage.

AGENTIC CLAIM RESOLUTION	Orchestrate intake, validation, decisioning, recovery, and settlement.
CONNECTED CLAIM OPERATIONS	Unify claims across email, portals, documents, ERP, and AR systems.
GOVERNED DECISIONING	Combine explainable AI recommendations with human approval.
ACTIONABLE INTELLIGENCE	Identify leakage, aging, root causes, and next-best recovery actions.
SUSTAINABLE BUSINESS VALUE	Increase recovery while reducing write-offs, effort, and recurring deductions.

Illustrative Client Outcomes

Retail-scale claims resolution

By automating evidence validation, claim adjudication, and settlement workflows, the company transformed a manual, fragmented process into an intelligent recovery engine.

<30-minute claim-to-credit cycle. Higher recovery rates. Reduced operational effort. Near-zero duplicate claims

Transforming $200M+ Claims Exposure into Faster Revenue Recovery

A leading toy manufacturer leveraged Agentic AI and automation to streamline claims processing, recover invalid deductions, and unlock working capital across major retail channels.

3x faster processing (45→15 mins) · ~10% invalid claims auto-identified · Accelerated recovery of 90+ day aged deductions

Sources :

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[4] Finortal 2025 Benchmark, cited in Overdeduct
[5] HighRadius, Deductions Management / Automated Deduction Coding
[6] RetailerHub, Vendor Scorecard Guide

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Ready to Recover More Revenue and Prevent Future Leakage?

About Topaz AI Next:

Infosys Topaz AI Next is an AI-first business operations platform designed to orchestrate and transform enterprise operations at scale, help unlock digital-native performance, and accelerate the journey toward autonomous enterprises. Infused with next-generation AI capabilities, it powers Edge Verve’s portfolio of curated industry solutions, helping enterprises move beyond AI experimentation to sustained value realization, maximize ROI, and witness faster time to value at scale

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