

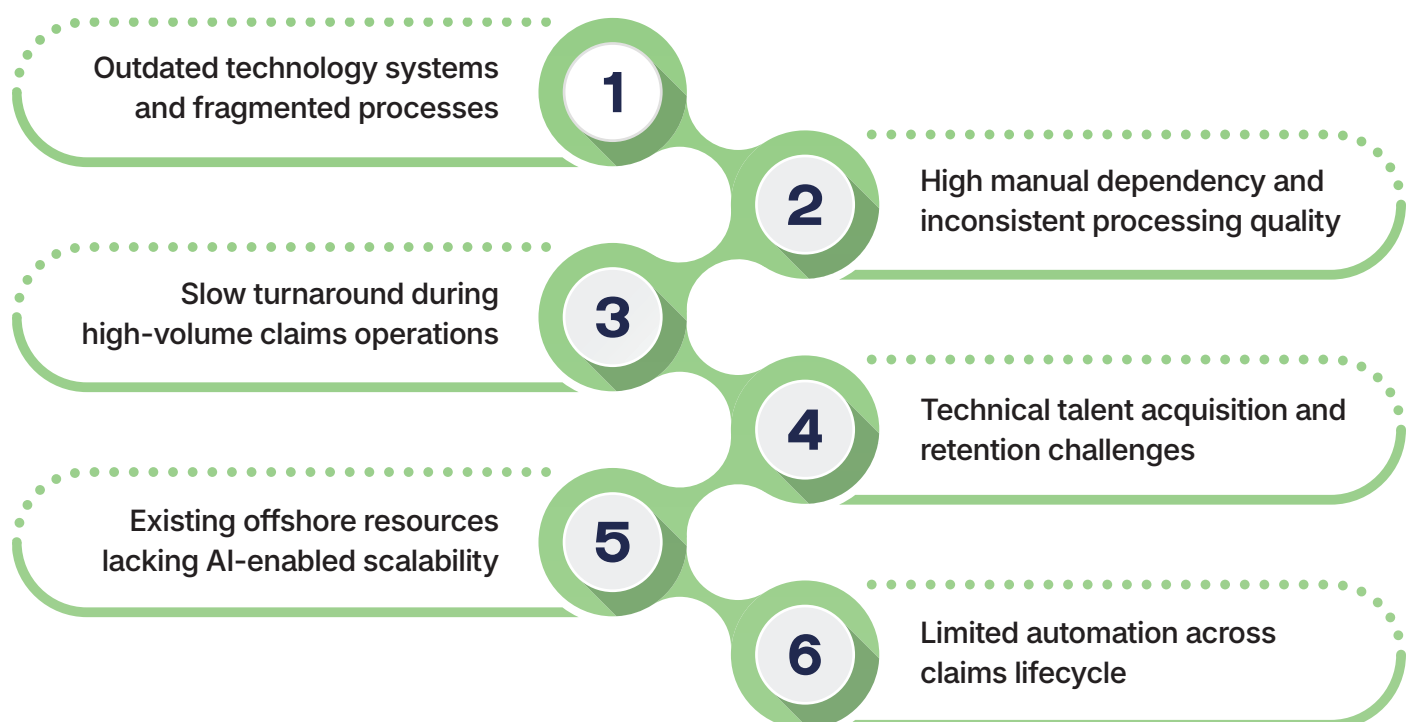
AI-Enabled Offshore Delivery Transformation for Insurance Claims Operations



Client Overview

A specialized insurance services provider focused on fire and flood claims processing needed to modernize its technology infrastructure and delivery organization to improve scalability, automation, and operational efficiency. The organization managed end-to-end claims services, including on-site inspections, damage assessments, reporting, and settlement support for insurance carriers operating in high-volume, time-sensitive environments.

Business Challenge



Solution

ThoughtFocus led the complete overhaul of the client's technology infrastructure and support organization, transforming the existing delivery organization into a **scalable AI-enabled operating model**.



Strategic offshoring, rebadging and seamless transition of existing resources

End-to-end infrastructure modernization and creation of a scalable framework

Dedicated engineering innovation center for AI-powered insurance products

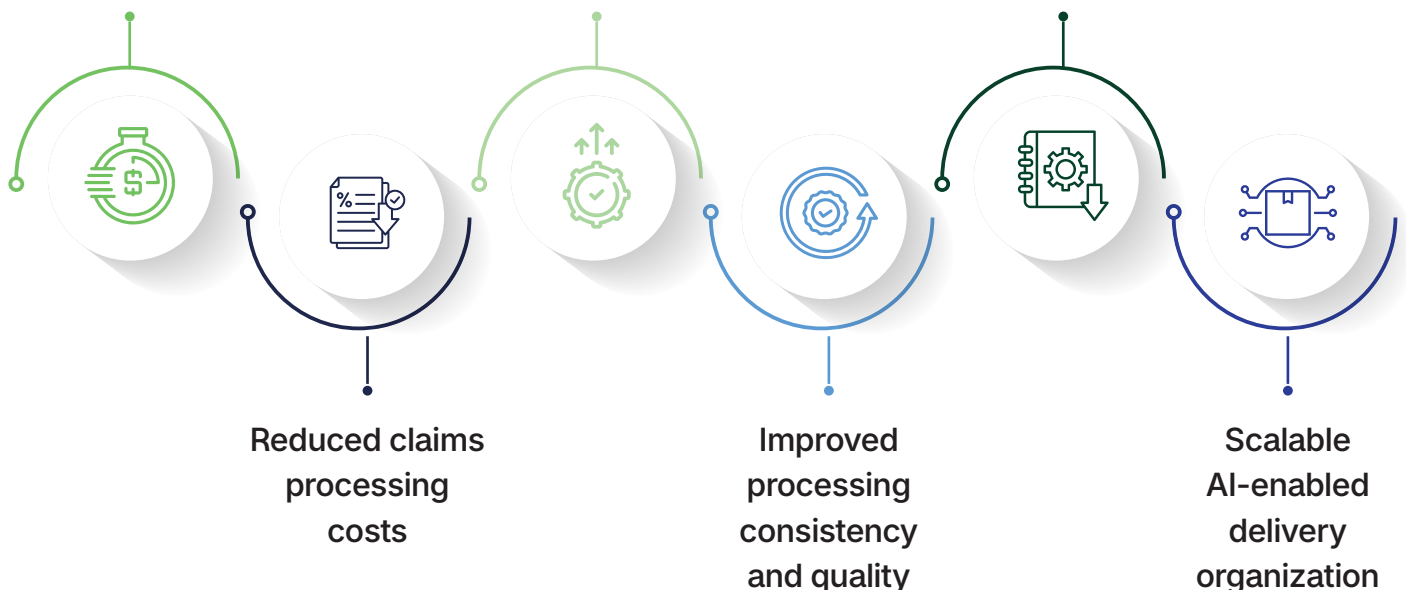
AI-powered workflow automation across the end-to-end claims lifecycle

Impact

Faster claims resolution timelines

Improved operational efficiency at scale

Reduced manual dependency across operations



Ready to turn your data into a scalable growth engine?

Email info@thoughtfocus.com to get started.