LTIMindtree

Partner Guide

2025

A showcase of Our **Strategic Partners**



Core++ Partners

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Foreword

Insurers, brokers, and other stakeholders across Property and Casualty and Life & Annuity Lines of Business are strengthening their core platforms by embarking on digital transformation journeys. However, a few of these transformations have not delivered the promised business benefits, as they turned into technology modernization projects, with no focus on the goals.

Towards this, several organizations in the insurance value chain, over the last few years, have been taking advantage of the InsurTech ecosystem to improve their business outcomes. Essentially, this is called Core++ transformation. Core++ transformation is not just about system modernization but involves continuous innovation and transformation. This includes constantly looking for opportunities to improve customer experience, advisory nimbleness, operational efficiency, speed-to-market, data-driven decision-making, risk selection, etc. In a nutshell, Core++ aims to improve the efficiency, accuracy, and customer satisfaction of these functions, as well as create new sources of value and competitive advantage.

The companies featured in this coffee book include InsurTechs at the forefront of this transformation - to create more efficient, transparent, and personalized insurance experiences. Moreover, this year's theme for the Insurance Leadership Forum 2025. 'The Age of Applied AI', captures the industry evolution from pilots and hyper real-world scalable implementations. As insurers move beyond the conceptual phase, the focus is on embedding AI in core operations to drive speed, operational efficiency and ROI.



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boomi

Partner Insight

Boomi's vision is to build a truly connected world where every organization can instantly and intelligently connect people, processes, applications, and devices , automating workflows to achieve better, faster outcomes.

For the insurance industry, this means moving beyond fragmented data and siloed systems to create a unified, intelligent enterprise that is responsive and agile. By leveraging AI-driven automation and AI agents, Boomi's platform acts as an 'intelligent core,' enabling insurers to streamline underwriting, claims, policy servicing, and customer interactions.

This approach reduces manual effort, accelerates decision-making, and delivers faster, more accurate outcomes. It is shaping the future of insurance with smarter, more efficient operations and enhanced customer experiences.

Focus Areas

- Claims
- Onboarding (Customer, Agent & Broker)
- Operations
- Policy Servicing / Binding
- Underwriting

Market Segment

- Brokerage
- Life & Annuities
- P&C – Commercial
- Group Benefits
- Reinsurance
- Speciality

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boomi

Boomi has over **25,000+ customers** globally, including a significant number of leading insurance and financial services firms

Core Platforms integrated with

Duck Creek Technologies · SAPIENS · insurity · FINEOS · GUIDEWIRE · majesco · Vertafore · vitech · Verisk

Why Boomi

50%-70%
reduction in customer integration development time

20%-40%
increase in customer satisfaction scores

347%
return on investment (ROI) and a net present value (NPV) of $9.8 million over three years

Our AI Journey

Boomi's AI journey is defined by intelligent automation and agentic transformation at scale. By leveraging AI and machine learning across the entire integration lifecycle, Boomi analyzes millions of anonymized integration patterns to deliver predictive insights that accelerate workflow design, automatically generate data mappings, recommend optimizations, and identify potential issues before they impact operations. This proactive intelligence empowers organizations to streamline processes and drive efficiency.

Central to Boomi's agentic approach is AgentStudio – a secure, no-code platform for designing, governing, and deploying AI agents.

By embedding AI deeply into its platform, Boomi enables organizations to lead agentic transformation, achieve hyper-productivity, reduce operational complexity, and foster innovation. This empowers businesses to navigate digital transformation with speed, agility, and confidence, unlocking new levels of automation and business value.

AgentStudio includes intuitive tools such as Agent Designer for building agents with ready-to-use templates, Agent Control Tower for centralized monitoring and seamless integration with platforms like Amazon Bedrock, Salesforce, and Microsoft Copilot, Agent Garden for collaborative testing, and Agent Marketplace for accessing pre-built and customizable agents.

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CogniSure

Partner Insight

CogniSure powers the data-to-decision underwriting supply chain through Document AI (transforms submission documents into normalized structured data), Underwriting AI (intelligent submission triage and clearance), and Conversation AI (risk insights through on-demand knowledge)

CogniSure's vision is to use an AI-powered approach to:

- **Enable a frictionless distribution ecosystem:**

  Empower brokers, carriers, and insurers to streamline the flow of risk information and collaborate seamlessly, eliminating data silos

- **Unlock a unified and accurate view of risk:**

  With our hybrid-AI approach, drive a single, precise view of risk that enables smarter, faster, and more confident decisions for all market participants.

- **Ensure actionable insight:**

  Ensure actionable insight: Transform raw information into actionable business insights to proactively manage risk, identify opportunities, and improve outcomes for clients.

Focus Areas

- Marketing
- Underwriting
- Operations

Market Segment

- Brokerage
- Group Benefit
- MGA
- P&C – Commercial
- Specialty

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CogniSure is working with **16** US-based commercial lines.

Core Platforms integrated with

Duck Creek Technologies

GUIDEWIRE

Why CogniSure

Improved quote turnaround time by over 50%

Lower cost of business acquisition

Improved underwriting decision-making ability

Our AI Journey

CogniSure's journey is driven by an AI-first mindset and is centered on four transformative pivots, each propelling efficiency and effectiveness in modern underwriting and internal gains:

Process optimization: Automate the data intake to process complex insurance documents, eliminating manual data entry and improving scalability.

Decision optimization: AI-driven submission triage providing underwriters with precise, data-backed recommendations for stronger risk selection and profitability

Organizational optimization: Automate internal tasks, and accelerate collaboration and speed-to-market —unlocking greater productivity and operational agility across the organization

Experience optimization: Conversational AI delivering context-rich risk insights, empowering underwriters to make faster, more confident decisions based on on-demand knowledge

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insureMO

Partner Insight

Built on a cloud-native, microservices-based, API-first, headless architecture, InsureMO is designed to power the world's digital insurance economy. With 10,000+ APIs, 17,500+ ready-to-use insurance products, and over 1.2 billion API calls daily, it delivers unmatched scalability and agility.

InsureMO envisiones becoming the universal insurance middleware that powers the world's digital insurance economy. InsureMO's roadmap expands the "Create & Connect" philosophy through deeper AI integration, unified data orchestration, and ecosystem partnerships that make insurance faster, smarter, and more connected. The goal is to enable every insurer, intermediary, and ecosystem participant to innovate without friction—turning insurance into an agile, API-driven service layer for the global digital landscape.

Focus Areas

- Claims
- Distribution
- Product Management
- Underwriting

Market Segment

- Health
- Life
- P&C – Commercial
- P&C – Personal
- Specialty

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InsureMO has **500+ live implementations** across **40+ countries**

Core Platforms integrated with

SAPIENS FINEOS

Why InsureMO

Rapid product creation and market launch	Seamless connectivity with any core or front-end system	Scalable infrastructure to handle high transaction volumes	Faster partner onboarding and ecosystem expansion	Drives cost efficiency and innovation simultaneously

Our AI Journey

- InsureMO's AI journey focuses on enabling intelligence across every layer of the insurance value chain. The platform integrates seamlessly with AI applications to enhance underwriting precision, automate claims, detect fraud, and personalize customer engagement.
- Through its open API and microservices architecture, InsureMO allows insurers to embed AI rapidly into existing workflows without system disruption.
- InsureMO's goal is to act as the connective layer that makes AI practical, scalable, and outcome-driven for the global insurance ecosystem.
- The approach is pragmatic and responsible—prioritizing real-world efficiency, data security, regulatory compliance, and ethical AI deployment.

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intellectAI

Partner Insight

IntellectAI envisions transforming commercial insurance underwriting and distribution through AI-powered, expert-designed solutions. With a deep understanding of insurance operations, IntellectAI blends domain expertise and technical precision to address challenges like manual processes, risk assessment gaps, and data inefficiencies. Their "Underwriter First" approach leverages embedded and generative AI to empower underwriters with faster, smarter decision-making tools.

Their ecosystems span the full underwriting and distribution value chains—from automated submission ingestion to enriched data insights, placement and unified workbenches. Flagship products like Magic Submission, Risk Analyst, and Xponent streamline intake, triage, and decision support. Magic Submission uses GenAI, ML, and NLP to boost submission efficiency by 70%, while Risk Analyst aggregates third-party data to optimize decisions and cut costs by 30%. Xponent offers a prebuilt, configurable workbench that enhances underwriting effectiveness by over 80%.

Intellect AI's solutions enable brokers and underwriters to make decisions 50% better and 60% faster.

Focus Areas

- Distribution
- Underwriting

Market Segment

- Brokerage
- MGA
- P&C – Commercial
- Specialty (Excess and Surplus)

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intellectAI | IntellectAI has **30+ customers** in three countries

Core Platforms integrated with

GUIDEWIRE insureMO

Why intellectAI

60% reduction in decision-making time for underwriters

87% improvement in compliance

75% reduction in underwriter onboarding time

50% improvement in underwriting quality and discipline

10% improvement in 3-year loss ratios

27% improvement in submission data quality

Our AI Journey

IntellectAI pioneered the use of AI to transform commercial insurance underwriting, starting with deep learning models for document classification and data extraction. These models delivered high accuracy and confidence scoring but required extensive sample sets to train. In 2023, IntellectAI advanced its capabilities by migrating to large language models (LLMs), eliminating the need for clients to submit large document samples. This shift enabled faster onboarding of new formats and significantly reduced lead times.

The ecosystems now leverage Gen AI to reimagine underwriting workflows, introducing expert AI agents that support underwriters throughout the value chain.

IntellectAI's focus is on empowering underwriters with smarter, faster, and more contextual tools – enhancing agility, accuracy, and profitability. Its future roadmap includes deeper LLM integration, expanded agent capabilities, and scalable partnerships to drive industry-wide transformation.

Tools like Magic Submission automate submission intake, while Risk Analyst enriches decision-making with aggregated data. Xponent streamlines operations with a unified workbench for underwriting and distribution.

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InvoiceCloud

Partner Insight

InvoiceCloud enables insurance carriers to efficiently manage the full spectrum of payments—from premium payments to outbound disbursements. Our end-to-end solution simplifies and secures binder payments, single-party and multi-party claims, premium refunds, agent commissions, and vendor and supplier payouts. By combining deep knowledge of customer behavior with real-time operational insights, we drive digital adoption, reduce payment frustration, and help you build lasting policyholder trust. With white-glove onboarding and on-going support services, InvoiceCloud delivers a more secure, human centered experience—freeing your team to focus on making whole on promises and building lasting relationships.

InvoiceCloud is reshaping insurance by:

- Driving Automation and Engagement
- Transforming Payments into Strategic Value
- Making billing customer-Centric

Focus Areas

- Claims
- Operations
- Finance

Market Segment

- Life
- Speciality
- P&C – Commercial
- P&C – Personal

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InvoiceCloud has more than **225 insurance** carrier customers across the United States

Core Platforms integrated with

Duck Creek Technologies · GUIDEWIRE · SAPIENS · insurity · majesco

Why InvoiceCloud

12 months
Significant results within 12 months of implementation

58%
average increase in paperless enrollment

49%
average increase in e-payment adoption

40%
average decrease in late payments

Our AI Journey

Unlike generic payment processors or bolt-on solutions, InvoiceCloud offers end-to-end payment processing with real-time disbursements that match the speed and expectations of today's policyholders and agents.

At InvoiceCloud, our vision for AI is rooted in empowering staff. We believe the future of billing and payments lies in the thoughtful integration of AI agents that enhance — not eliminate — human touch. We are designing AI to take on repetitive, time-consuming tasks such as data retrieval, report generation, and routine customer inquiries.

We are committed to developing AI tools that are intuitive, secure, and aligned with the real-world needs of billing organizations. Our goal is to create a collaborative environment where human expertise and AI efficiency work together, driving operational excellence and elevating customer experience.

By automating these lower-level functions, we free up billing staff to focus on the complex, nuanced challenges that require empathy, judgment, and strategic thinking. This ensures that our customers receive faster, more consistent services without sacrificing quality or care.

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mea making life easier

Partner Insight

mea is an AI-powered automation platform, purpose-built for insurance by industry veterans. Its fully pre-trained AI ingests unstructured data with 99% entity coverage and delivers extraction accuracy of over 92% 'out-of-the-box'. The mea platform transforms every step of (re)insurance operations with Agentic AI, automating workflows and enabling teams to focus on profitable growth.

Today, insurers are trapped by siloed systems, redundant expenses, and confusion about AI implementation—leading to fragmented, manual workflows and rising operating costs. Most technology 'solutions' only patch individual pain points, arriving as month-long projects without connecting complete workflows.

In an era of instant digital experiences, insurers deserve an integrated platform that eliminates friction at every step, accelerates decision-making, and empowers teams to grow.

Focus Areas

- Broker/Agent Management
- Claims
- Rating
- Operations
- Policy Servicing / Binding
- Service
- Underwriting

Market Segment

- Brokerage
- Life
- P&C – Commercial
- P&C – Personal
- Group Benefits
- Specialty
- Reinsurance

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The mea platform supports **25+ customers** globally.

Core Platforms integrated with

Duck Creek Technologies · SAPIENS · insurity · Verisk · GUIDEWIRE

Why mea

80% improvement in submission to quote times

30% improvement in quote to bind ratio

0.5% - 3% improvement in combined ratio

70% of manual tasks automated

40% reduction in reporting overhead

Our AI Journey

mea's entire platform is AI-native, designed from the ground up to automate and optimize insurance operations. At the heart of mea is Ora, a proprietary AI that has been pre-trained to understand the complexities of insurance, enabling rapid and cost-effective deployment without the need for lengthy training cycles.

mea's AI Agents form a sophisticated, modular system that replicates and enhances the core functions of insurance teams, delivering end-to-end automation across underwriting, claims, finance, and other carrier functions.

Our multi-agent architecture includes process-specific agents, each supported by specialized component agents that handle targeted tasks, ensuring seamless automation and intelligent decision-making throughout the enterprise. By leveraging mea's AI Agents, (re)insurance carriers, MGAs, and brokers can accelerate growth, improve profitability, and empower their teams to focus on strategic, high-value work.

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Neutrinos

Reinvent. Accelerated.

Partner Insight

Neutrinos is the industry's first AI-native intelligent automation platform built for insurance. At its heart is the Coreless System of Execution (CSoE) - a new operating model that unifies data, context, and action across legacy and modern systems. With our AI Agent Library, insurers can rapidly digitize customer experiences, orchestrate complex workflows, and scale automation across underwriting, claims, distribution, and compliance - all without core replacement or disruption. It's a platform designed to deliver speed, precision, and resilience in how insurance runs.

At Neutrinos, our vision is to reinvent insurance execution for the AI era, enabling insurers to innovate without disruption and scale without limits. We see a future where insurance is Coreless, AI-Native, and Composable: free from legacy constraints, powered by intelligence at every step, and built to adapt with speed and confidence.

Our platform makes this vision real by unifying data, context, and action across the insurance value chain. By orchestrating intelligent execution and empowering insurers to launch products faster, optimize operations, and deliver customer-first experiences, we help transform insurance from being digitally enabled, to truly redefined.

Focus Areas

- Broker/Agent Management
- Claims
- Onboarding
- Operations
- Policy Servicing / Binding
- Service
- Underwriting
- Distribution

Market Segment

- Group Benefits
- Life & Annuities (coming soon)
- P&C – Commercial
- P&C – Personal
- Health

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Neutrinos
Reinvent. Accelerated.

25+ enterprise clients across US, South Africa, Middle East, APAC

Technology Platforms integrated with

glean Microsoft VONAGE stripe

Why Neutrinos

Ability to go live in months, not years.

Coreless Flexibility

Embedded intelligence for decisions, documents, and workflows

Faster policy servicing, claims, and compliance

Our AI Journey

Neutrinos' AI journey has been one of deliberate and bold evolution - from a digital front-end enabler to a full stack, AI-native automation platform, purpose-built for insurance. Our focus: help insurers modernize without disruption, with AI as the foundation.

We've embedded intelligence at every layer, from document processing and predictive insights to next-best-action engines. The Agentic AI Composer powers the creation and orchestration of autonomous agents, with a library of 60+ pre-built AI agents spanning claims, fraud, underwriting, compliance, and customer engagement.

Backed by 20+ years in insurance automation and over 80 processes automated, Neutrinos enables insurers to scale with agility and reinvent for the AI era.

With Trinity orchestration and the Coreless System of Execution (CSoE) unifying data, context, and action across systems, insurers can move from fragmented processes to intelligent, connected ecosystems - modernizing function by function, at speed.

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newgen

Partner Insight

Built on the AI-first low-code platform, NewgenONE, our insurance solutions help carriers orchestrate end-to-end journeys and embed AI across underwriting, claims, intake automation, and policy servicing. With process configuration, intelligent document processing, rules engines, and domain-specific accelerators, insurers achieve operational efficiency, superior customer experience, and faster growth.

Our pre-integrated ecosystem seamlessly connects with leading policy administration systems, CRMs, and InsurTech platforms, providing a single pane of glass view across the enterprise. This ensures consistent rules, stronger compliance, and a unified source of truth throughout the value chain.

We specialize in enabling P&C, commercial, specialty, and Excess and Surplus carriers to reduce turnaround time, increase straight-through processing rates, lower costs, strengthen service-level agreement compliance, and improve retention.

Focus Areas

- Claims
- Policy Servicing / Binding
- Service Request Management
- Underwriting

Market Segment

- Life & Annuities
- P&C – Commercial
- P&C – Personal
- Specialty (Excess & Surplus)

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newgen | Newgen has **550+** active customers across **70+**countries

Core Platforms integrated with

Duck Creek Technologies | SAPIENS | fadata | GUIDEWIRE | majesco

Why Newgen

Faster time-to-market | Enhanced customer experience | Improved underwriting accuracy

Our AI Journey

At Newgen, AI isn't just a feature—it's the engine driving a smarter, faster, and more customer-centric insurance experience.

We've embedded AI across key functions – including onboarding, claims management, and commercial underwriting. Our AI-powered automation enables straight-through processing and auto-reserving, dramatically accelerating policy issuance and claims settlement. With explainable risk scoring and proactive fraud detection, insurers can minimize losses while staying compliant.

All of this is orchestrated within the NewgenONE platform, with WorkDesk and unified case views creating a true 'single pane of glass' experience. Together, these innovations deliver measurable results: lower costs, faster turnaround, higher STP rates, improved SLA compliance, and elevated satisfaction, creating smarter, more resilient, and intelligent insurance operations.

Our agentic insurance journeys enhance this with AI agents that act, decide, and adapt at every touchpoint. Underwriting assistants flag high-risk submissions and summarize documents in real-time, while claims adjudicators triage cases, detect fraud early, and expedite settlement.

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ONE INC

Partner Insight

One Inc.'s insurance payment platform delivers immediate and measurable ROI by digitizing both inbound and outbound payments. Designed to support all insurance payment use cases, the platform simplifies operations and enhances customer satisfaction by enabling the payment methods consumers use daily—along with timely, personalized communications.

The platform's industry-specific integrations drive digitization across payment operations, resulting in greater operational efficiency, lower costs, and faster, error-free transactions.

By embedding One Inc.'s solution into a carrier's core system, insurers can focus on their strategic goals while benefiting from best-in-class payment capabilities.

Constantly evolving to meet industry demands, One Inc. ensures its solutions remain future-ready, helping insurers stay ahead in a rapidly changing landscape.

Focus Areas

- Claims
- Finance
- Operations

Market Segment

- Brokerage
- Life & Annuities
- P&C – Commercial
- P&C – Personal
- Health
- Specialty
- Group benefits
- MGA & TPA
- Workers Comp

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ONE INC

One Inc. is modernizing payments for **280+ carriers** across the United States

Core Platforms integrated with

insuresoft insurity Five Sigma OrigamiRisk Verisk GUIDEWIRE

OneShield majesco SAPIENS equisoft finys

Why One Inc

Simplify complex payment processes	One platform to supports all payment use cases	Reduced total cost of ownership	Enable insurers to deliver exceptional digital payment experiences	Support evolving customer expectations

Our AI Journey

- At One Inc., we offer a robust digital-first payments platform designed to efficiently handle all insurance-related payment needs. Tailored specifically for the insurance industry, One Inc. addresses specialized use cases such as premium collection and claims payouts, outperforming generic payment solutions.
- Our AI journey is committed to innovation, efficiency, and customer-centricity. We harness the power of AI to transform how insurers operate, make decisions, and serve their customers: Enhanced efficiency through automated processes, reducing manual workloads, and empowering teams to focus on strategic initiatives.
- Aligning AI implementation with One Inc.'s core values to ensure ethical use and meaningful impact across all operations Supporting scalability and growth by integrating AI technologies that enable smarter workflows and sustainable business practices.
- Driving innovation by leveraging AI-powered insights to identify trends, improve decision-making, and stay ahead in the market Revolutionizing customer experience with personalized, AI-driven solutions that address unique needs and challenges.

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talkdesk

Partner Insight

Talkdesk Financial Services Experience Cloud™ for Insurance is the operating system for insurance CX. Purpose-built for insurance, it unifies communication channels, people, systems, and data to automate and elevate the customer journey.

From policy servicing and billing to claims and compliance, it delivers smarter service, scalable efficiency, and deeper relationships at every touchpoint. With pre-built insurance system integrations, insurance workflows, AI-powered automation, and multi-agent orchestration, insurers can automate claims intake, reduce leakage, ensure compliance, and differentiate experiences—all while driving transformational efficiency

This omnichannel platform offers flexible deployment to any cloud or on-prem contact center environment, accelerating time-to-value without disrupting existing infrastructure.

Focus Areas

- Billing
- Claims Automation
- Compliance
- Leakage reduction
- New Business
- Policy servicing
- Renewals

Market Segment

- Group benefits
- Life & Annuities
- P&C – Commercial
- P&C – Personal
- Speciality

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Talkdesk has **300+ customers** across **75** countries

Core Platforms integrated with

Duck Creek Technologies

GUIDEWIRE

Why talkdesk

$5M
in generating new revenue for one division

30%
Less Abandoned Real-time Revenue Interactions (Hot Leads)

$40K
Average FTE Cost Saved to eliminate Manual Routing

Single
omnichannel platform for secure, scalable AI competitive advantage

Our AI Journey

Talkdesk Customer Experience Automation (CXA) unifies people, systems, and data to automate front and back-office workflows. Insurers begin with human-like, multilingual self-service available 24/7 with real-time employee assistance for auto translation, summarization, and next-best actions.

As they scale, insurers unlock data-driven predictive analytics and multi-agent orchestration that resolve end-to-end customer journeys. At the core is the Talkdesk Data Cloud, turning transcripts, call recordings, policy data, and customer records into actionable insights. AI agents use this context to triage claims, enforce compliance, prevent leakage, and deliver accurate resolutions at scale.

Built-in AI guardrails, human-in-the-loop oversight, prompt controls, toxicity detection, and real-time PII redaction protect every interaction. These safeguards ensure transparency, compliance, and risk management, enabling insurers to scale AI securely across even their most critical workflows.

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whatfix

Partner Insight

Whatfix is redefining insurance technology by putting users at the center of digital transformation. Its GenAI-powered Digital Adoption Platform (DAP) empowers carriers, agencies, and brokers to maximize the ROI of their technology investments, accelerate productivity, and ensure process compliance across every stage of the insurance lifecycle – from underwriting and policy servicing to claims and customer engagement.

With certified partnerships with industry leaders Guidewire and Duck Creek, Whatfix enables over 751,000 agents, underwriters, and adjusters to drive productivity, ensure process compliance, and improve the user experience of internal and customer-facing applications.

Powered by GenAI, Whatfix's product suite includes a digital adoption platform, simulated application environments for hands-on training, and no-code application analytics.

Whatfix supports 50+ enterprise insurance customers like Sentry, Brown and Brown, and SelectHealth. Backed by investors such as Warburg Pincus and Softbank Vision Fund 2, software clicks with Whatfix.

Focus Areas

- Broker/Agent Management
- Claims
- Onboarding
- Operations
- Policy Servicing / Binding
- Service
- Underwriting

Market Segment

- Brokerage
- Life & Annuities
- P&C – Commercial
- P&C – Personal
- Policy Servicing / Binding

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Whatfix has **60+ insurance clients** across US, India/APAC and Europe

Core Platforms integrated with

Duck Creek Technologies

SAPIENS

acturis

GUIDEWIRE

Whatfix is Guidewire's only Digital Adoption Platform Technology Alliance Partner

Why Whatfix

50%
reduction in the number of claims reporting duplicate payments within three months

40%
less time needed to create training and support content

6X
ROI from efficient claims and enhanced Guidewire adoption

81%
improvement in claims accuracy

Our AI Journey

Whatfix embeds artificial intelligence into its Digital Adoption Platform (DAP) to streamline complex processes within the insurance sector. Its AI-powered technology, ScreenSense, provides real-time, in-app guidance by understanding user context and intent. This enables insurers to navigate critical workflows like coverage disputes, handle litigation, and determine the next-best action for unhappy policyholders in the flow of their work, directly reducing errors and mitigating retention risk.

Whatfix has also introduced AI Agents for authoring, insights, and guidance, which help to automate content creation, analyze user behavior, and provide on-demand assistance.

The focus on "userizing" technology (making it adapt to the user) ensures companies maximize their tech ROI. By enabling successful digital transformation, Whatfix solidifies its role as an essential partner, driving future growth by ensuring technology is effectively adopted across the enterprise.

By accelerating the adoption of core systems like Guidewire and Duck Creek, the platform helps insurers improve compliance, reduce training time, and streamline operations from underwriting to claims.

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Closing Remarks

As the insurance industry continues to evolve, Core++ transformation stands out as a strategic imperative - far more than a technological upgrade. By embracing continuous innovation and harnessing the power of the InsurTech ecosystem, insurers, MGAs and brokers are redefining how value is delivered across Property & Casualty, Life & Annuity, Health, Group Benefits and Specialty lines. This journey goes beyond system modernization, embedding agility and intelligence into the very fabric of core operations.

This guide celebrates the pioneers and partners who are shaping the future of insurance through scalable, real-world innovation. As we enter the age of Applied AI, the focus shifts from experimentation to execution. The Insurance Leadership Forum 2025 marks a pivotal inflection point, where AI is no longer just a concept but a catalyst - driving speed, operational efficiency, and measurable ROI across the industry.

Together, we will continue to lead, collaborate, and transform—unlocking new possibilities for the insurance ecosystem and delivering lasting value for all.

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LTIMindtree



LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 86,000+ talented and entrepreneurial professionals across more than 40 countries, LTIMindtree — a Larsen & Toubro Group company — solves the most complex business challenges and delivers transformation at scale. For more information, please visit https://www.ltimindtree.com/.