

Genpact Launches New Agentic Solution to Reinvent Insurance Buying

Genpact, an agentic and advanced technology solutions company recognized for its deep industry knowledge, process intelligence, and last-mile expertise, today announced the launch of the Genpact Insurance Policy Suite for commercial and specialty business insurance. Part of Genpact's Service-as-Agentic-Solutions™ portfolio, the new suite is designed to deliver autonomous, AI-powered workflows to help insurers eliminate repetitive administrative work, reduce cycle time, and gain data-driven insights. For more information, visit [here](#).

"We designed the Genpact Insurance Policy Suite with underwriters in mind so they can focus on delivering faster quotes, building better broker relationships, and increasing submission-to-bind ratios," said **Jinsook Han, Chief Strategy, Corporate Development & Global Agentic AI Officer at Genpact**. "We understand how complex insurance processes and documentation can be, so we designed our solution with observability, audit trails, and role-based controls built in, giving carriers and underwriters better transparency and insights."

Purpose-Built for Insurance

Built for commercial and specialty insurance and powered by Microsoft Azure AI Foundry Models and Azure Analytics Services, the Genpact Insurance Policy Suite orchestrates and executes underwriting support tasks, closing the gap between initial submission and the bind process.

The suite consists of four modules, each with a network of specialized AI agents that classify, extract, and summarize data to enhance touchless processing, detect anomalies, and rank risk to speed up decision-making and quote generation.

Genpact projects that organizations adopting the suite can expect:

- Higher underwriting capacity with up to 90% touchless submission clearance
- Faster speed-to-market with up to 75% reduction from existing manual cycle times
- Improved working capital with up to 50% lower costs.

"Genpact expands its industry footprint with the launch of the Genpact Insurance Policy Suite – another agentic AI product proof point that takes advantage of the robust

capabilities of Microsoft's Azure AI stack," said **Hemanth Sundararaj, Global Financial Services Industry Solution Sales Leader at Microsoft**. "By using Azure AI Foundry Agent Service and Azure AI Content Understanding with Genpact's insurance expertise and in-depth knowledge of the pre-bind process, the Genpact Insurance Policy Suite will help carriers securely accelerate cycle times, improve business performance, and enhance the experience of all stakeholders."

Looking Ahead

Genpact continues to expand its pipeline of outcome-based agentic AI solutions.

"This is just the beginning," Han said. "We have more than 1,000 domain-specific AI models, an expanding ecosystem, and bold investments. Genpact is well positioned to be the partner of choice for enterprises ready to scale agentic AI."

About Genpact

Genpact is a global professional services and solutions firm delivering outcomes that shape the future. Our 125,000+ people across 30+ countries are driven by our innate curiosity, entrepreneurial agility, and desire to create lasting value for clients. Powered by our purpose – the relentless pursuit of a world that works better for people – we serve and transform leading enterprises, including the Fortune Global 500, with our deep business and industry knowledge, digital operations services, and expertise in data, technology, and AI.