



INTELLIGENT AUTOMATION IN THE INSURANCE INDUSTRY

Industry Snapshot
December 2021



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Intelligent Automation in the Insurance Industry

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Here are some of the key findings from Deloitte's 2022 insurance industry outlook.

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"By automating what happens behind the scenes, insurers can create a frictionless experience for the customer across different services and claims, one that is more finely tuned to their needs, which adds up to healthier margins"

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"There are some negative phenomena that are foreseen for the following year, which are part of the ravages that this pandemic has left." Here are 5 predictions for the trends in Insurance in 2022.

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Get a glimpse of the Global AI in Fintech Market from this BusinessWire article. The important AI "paradigm shift" is "seamlessly changing the financial sector" and can prove its worth with a number of applications of AI in Fintech.

[Read The Article](#)

InsuranceNewsNet.com reports on the challenges insurers will face in 2022, the most prominent being talent acquisition.

[Read The Report](#)

Information Services Group (ISG) reports, "U.S. enterprises are quickly adopting intelligent automation as part of digital transformation projects that bring immediate benefits"

[Read The Report](#)

Attention agents and digital carriers Insurance: this article predicts positive changes in 2022.

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With an increased demand for automation services that will increase customer satisfaction, Zurich Insurance Group acquires a tech company that will provide conversational AI technology for customer service automation, to further enhance the group's digital capabilities.

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"With a projected compound annual growth rate (AGR) of almost 6%, according to Mordor Intelligence, the U.S. property and casualty (P&C) insurance market outlook for 2020-2025 looks robust."

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HAPPY NEW YEAR!

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Data drives decisions. Take a look at the number of ways that data can help insurers learn from what their automations are telling them. Then, use the data to drive better decision-making for the future of the organization.

[Learn How](#)

“It’s no secret that advances in technology have pushed those in the insurance industry to make major changes. A recent 2022 analysis released by Agentero explores four major trends insurers may see as we enter the new year.”

[Discover Them](#)

To properly prepare for our successes in the upcoming year, we have to be aware of the challenges that we may face as the work continues. This article “explores what financial companies see coming in 2022 from the economy, regulation, technology, innovation, competitors and consumer behavior.”

[Read The Article](#)

“To be competitive, companies need to offer the best, most seamless customer experience possible. Today, AI can be a key resource in boosting the insurance buying experience. For example, powered by AI, chatbots can provide instant responses to queries and, when needed, route the inquiry to another specific person/department.”

[Learn How](#)

Data Analytics is just a portion of the Intelligent Automation technologies that are accelerating the Insurance industry. But is Data Analytics alone enough to move us into the next few years? Some say IoT and Artificial Intelligence technologies are among the 4 priorities topping data analytics agendas in the year ahead.

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YOUR INTELLIGENT AUTOMATION TRANSFORMATION

Is your organization ready to begin your Intelligent Automation journey?

If so, OZ can help you find your starting point and the best pathway forward. We’ve worked with companies at every stage of the Intelligent Automation journey to make real and impactful change.

Our highly specialized teams know how to take operations digital, share information securely, and explore the potential of this new digital age we live in. So, reach out to us and let’s take the next step together.

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