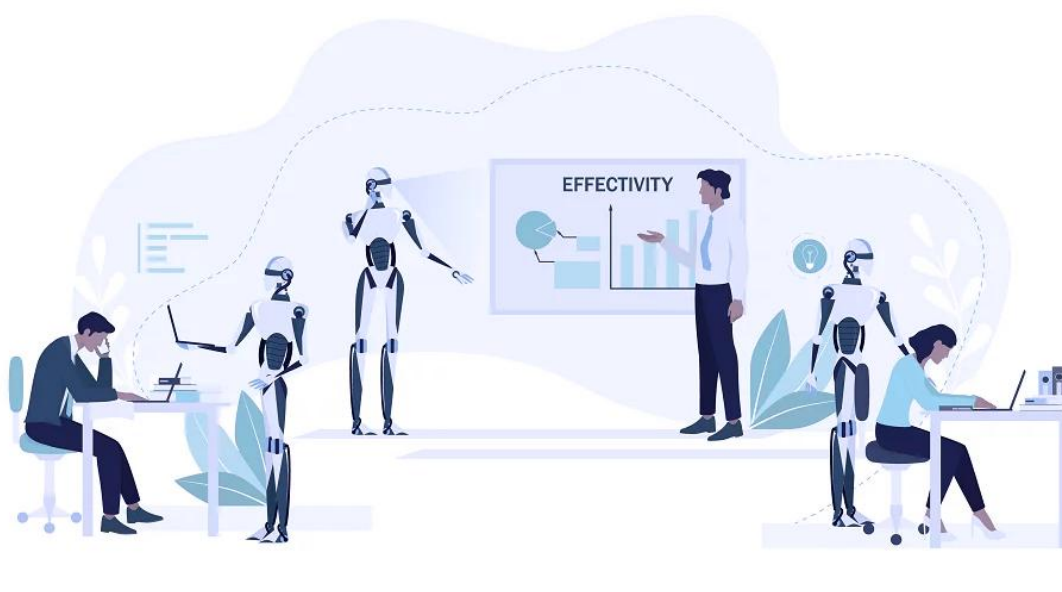


# Unlocking your Digital Workforce with Agentic AI



## Today,

enterprises face mounting complexity, from data silos (impacting over **80% of organizations**) and compliance demands (with **64% struggling with consent governance**) to the need for faster, smarter decision-making.

The market is shifting from traditional AI to systems that can think and act independently. Agentic AI is emerging as the answer; bridging capability gaps and enabling proactive, outcome-driven operations.

## What is Agentic AI?

**Agentic AI represents a new wave of intelligent systems that go beyond reactive prompts.**

These systems autonomously plan, execute, and adapt multi-step workflows across underwriting, claims, servicing, and beyond, to meet evolving business demands.

By combining goal-driven agents, real-time feedback loops, and built-in governance, agentic AI shifts enterprises from manual oversight to scalable, compliant automation.

With Gartner forecasting that 33% of enterprise software will embed this capability by 2028, **agentic AI is the strategic force reshaping how work gets done**

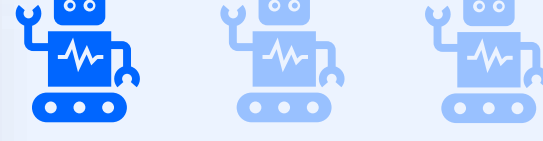
According to Gartner® TSP 2025 Trends, by 2028:

**33%**

of enterprise software will include agentic AI, up from <1% today

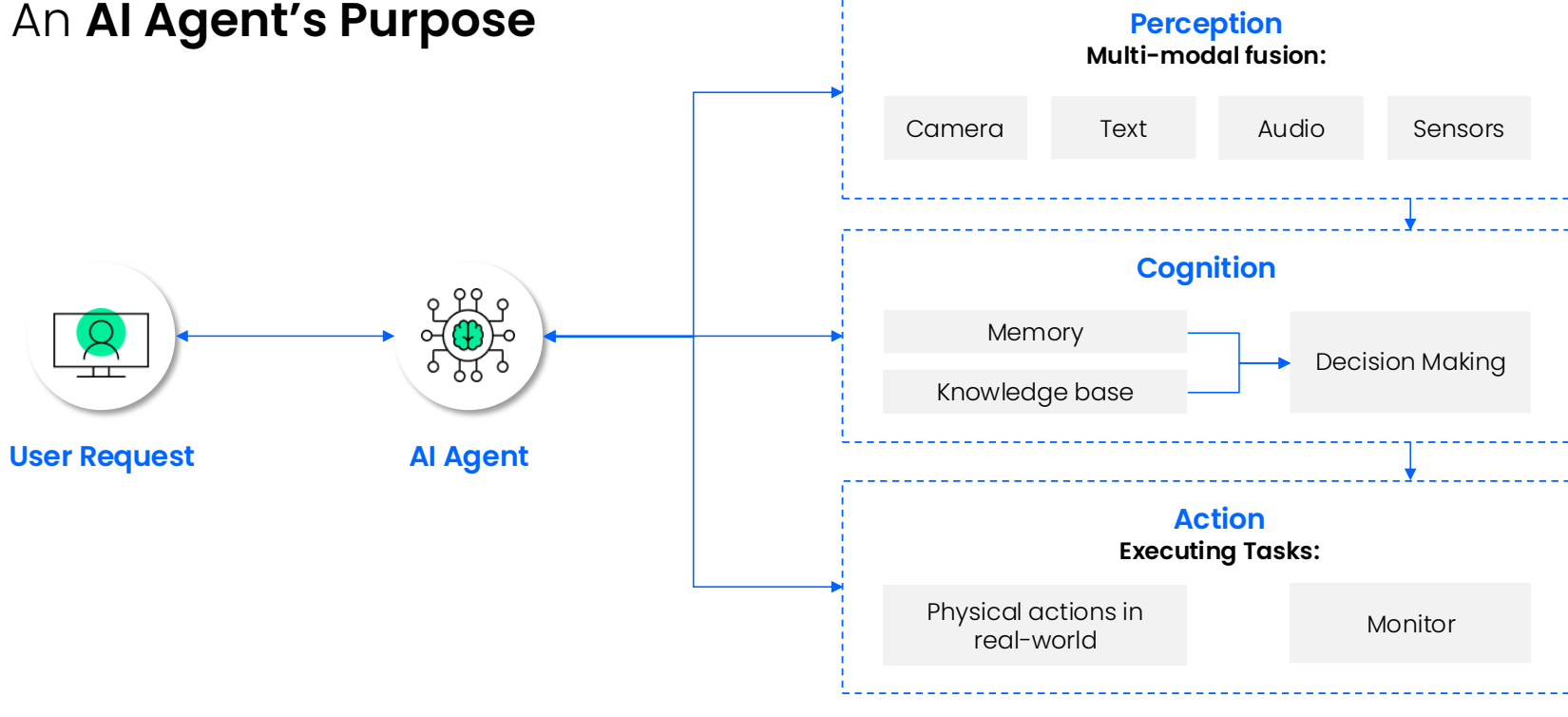
**15%**

of day-to-day decisions will be made autonomously.



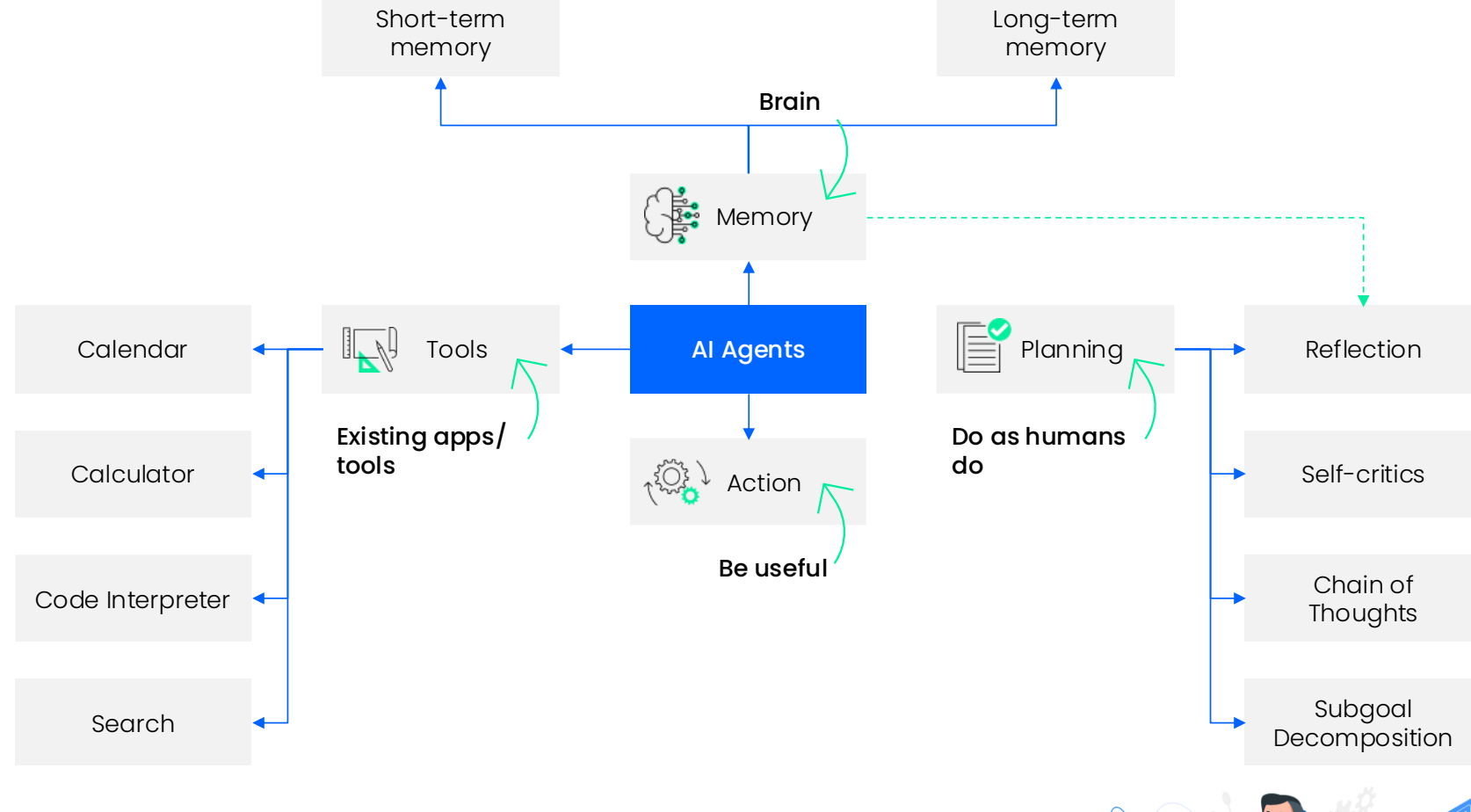
One-third of generative AI interactions will **rely on autonomous agents**.

## An AI Agent's Purpose



## How Agentic AI Works

At the core of any agentic AI system is an agent composer, where users configure agent behavior, set conditions, and define how agents are invoked. Paired with an orchestration layer, this allows business or IT teams to sequence tasks and manage context across agents operating collaboratively within shared guidelines.



## Shifting Sentiment of Insurance Carrier Teams around AI

**GenAI Sentiment:** Positive year-over-year change. **In production with GenAI:**

**8%** (2023)

**28%** (2024)

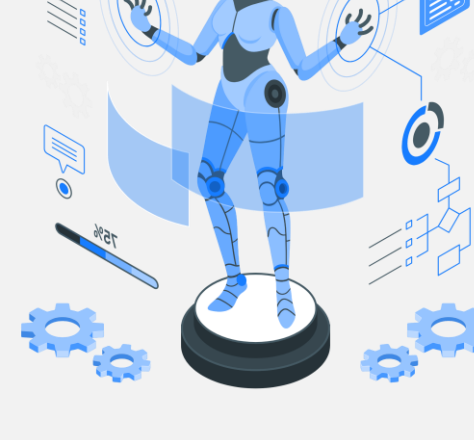
**44%** (2025)

Positive sentiment is likely driven by **strong performance improvement expectations**, with employee use cases being top area of focus

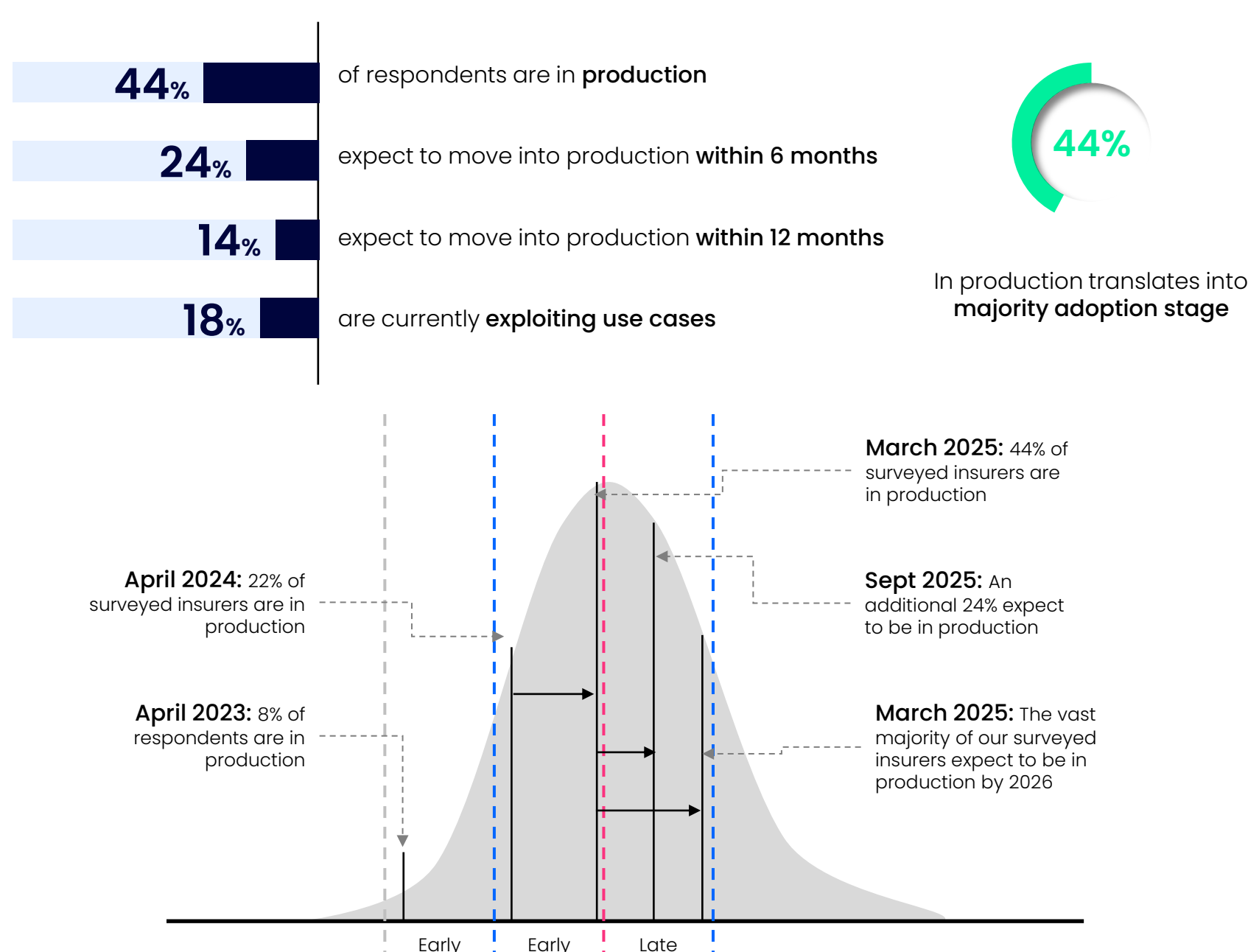
**88%**



of respondents that have GenAI solutions in production focused on employee use cases, up approximately **20% from 2024**.



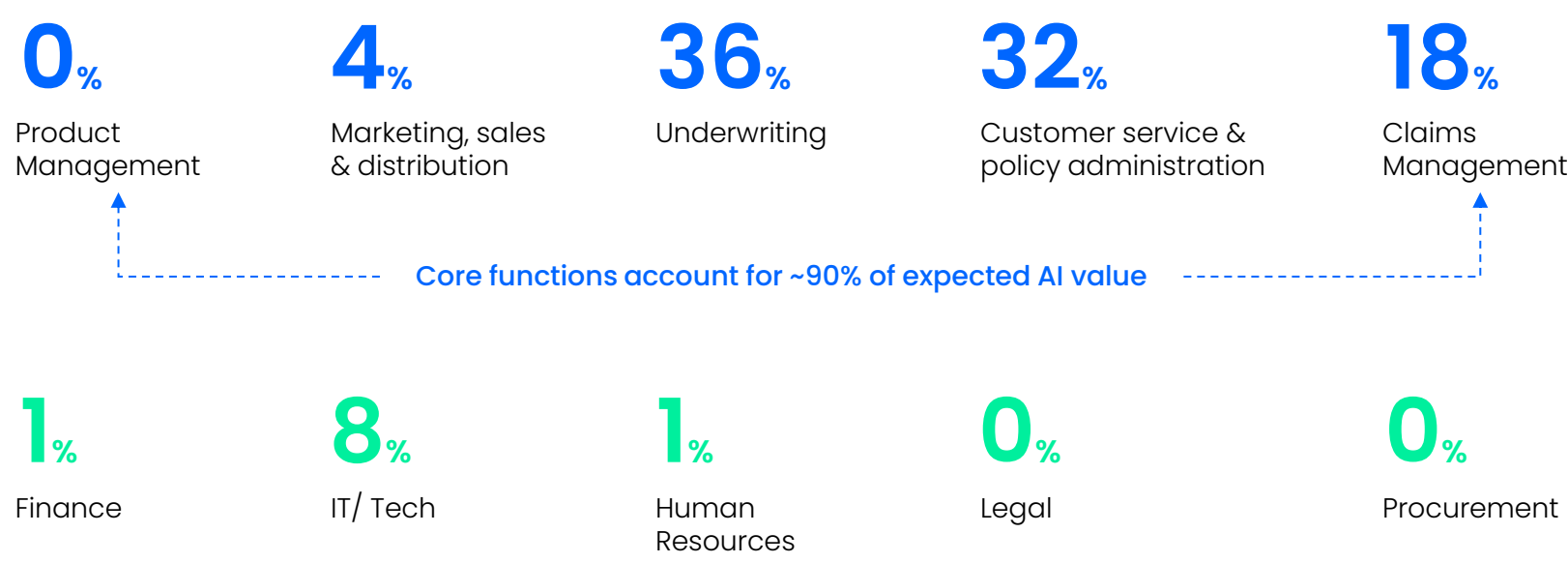
## Increasingly Positive Perspectives reflected in adoption & pipeline



## Where to Start?

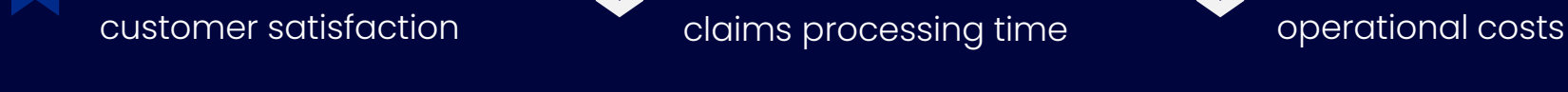
A focus on **Core Functions** is key to Generating more value.

**AI Leaders**– Share of AI value (revenue gains & cost reductions) captured across functions (%)



Source: BCG, Build for the future global study of 1000 companies, 2024

## Here's what Neutrinos clients are achieving today



## Agentic AI Needs More than Models. It Needs a Library of Purpose-Built Agents.

The Neutrinos AI Agent Library provides insurers with a library of 50+ pre-built, insurance-native agents designed for real-world workflows across underwriting, claims, and servicing.

### Underwriting & Risk Assessment:

Simulate pricing, assess risk, and deliver real-time underwriting support for faster, more consistent decisions.

### Fraud Detection & Adjudication Support:

Detect anomalies, validate evidence, and flag inconsistencies to reduce leakage and support accurate adjudication.

### Claims Automation:

Automate FNOL, verification, triage, and reconciliation to accelerate processing and reduce manual effort.

### Medical & Document Intelligence:

Extract, classify, and structure unstructured documents to improve accuracy, compliance, and straight-through processing.

### Customer Communication & Engagement:

Deliver real-time updates, contextual nudges, and onboarding support across the policyholder journey.

### Distribution Support & Compliance:

Track documents, monitor conversations, & support advisors with personalized recommendations & audit readiness.

## Curious to see it in action?

Register for an exclusive demo & explore insurance-native agents built for real-world use cases.

[Schedule a Demo](#)

## Sources:

- o Celent Insurance GenAI Adoption Survey March 2025.
- o Gartner, [TSP 2025 Trends: Agentic AI – The Evolution of Experience](#)
- o [Data Collection in 2025: Why Siloed Data is Slowing Your Business and How to Fix It](#)
- o Charter Global, [Why Agentic AI is the Next Phase of Enterprise Transformation](#)
- o Sentinel Insights, [Privacy Isn't a Checkbox: Why 64% of Companies Are Struggling with Consent Compliance](#)
- o BCG, Build for the Future global study of 1,000 companies, 2024
- o BCG, [How Insurers can Supercharge Strategy with Artificial Intelligence](#), 2025
- o Neutrinos (Internal Data). Client-reported performance metrics. Illustrative performance ranges across life, annuities, and health underwriting implementations.