Deloitte.

*Together makes progress*



# Unlock the next era of insurance performance with Agentic AI

## Agentic AI Blueprint for Insurance

Agentic AI represents a step change opportunity for insurers, helping improve underwriting precision, reduce claims leakage, and enhance customer engagement. Deloitte's Agentic AI Blueprint helps to enable insurers to evaluate their challenges and priorities, identify the high impact opportunities, and translate them into tailored, actionable AI blueprints, to help provide a clear and data driven pathway to measurable business value.

**Imagine how an ensemble of specialized agents, working around the clock, could help enhance key business capabilities across organizations, including:**

**Distribution**
Improved sales effectiveness and customer reach through data-driven insights and personalization.

**Underwriting**
Enhanced underwriting precision with AI-driven decision support and risk evaluation.

**Servicing**
Strengthen customer engagement and service efficiency with AI-enabled interactions and workflows.

**Claims**
Reduced claims leakage and enhance efficiency through automated triage and intelligent processing.

**Scaling Agentic AI in insurance can be complex. With the Agentic AI Blueprint for Insurance:**

- Identify high impact opportunities across underwriting, claims, servicing, and distribution through a data-driven assessment of your capabilities
- Design tailored AI blueprints and workflows aligned to your operating model, platforms, and strategic priorities
- Pilot and scale AI use cases with a structured approach, from prototyping through to deployment using ready-to-deploy and custom-built agents

# Advancing Agentic AI in insurance

Deloitte's Agentic AI Blueprint for Insurance helps insurers identify the high impact opportunities across distribution, underwriting, servicing and claims, design tailored AI workflows, and deliver actionable outcomes using both ready-to-deploy and custom-built AI agents.

## Key components



### Capability engine

Rapidly assess current capabilities to pinpoint where A**gentic AI can unlock** efficiency, innovation, and growth.

### Impact analyzer

Quantify automation potential and prioritize **high-impact use cases** that deliver measurable business value.

### Workflow designer

Generate custom blueprints for **AI-driven workflows** aligned to your platforms, systems, and strategic goals— helping to speed up design and deployment.

### Agent builder

Apply a well-defined, phased roadmap to scale A**gentic AI with confidence**—using frameworks, toolkits, and ready-to-deploy and custom-built agents.

## Get in touch



**James Colaco**
Global Insurance leader
Deloitte
jacolaco@deloitte.ca

**About Deloitte**

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited (DTTL), its global network of member firms, and their related entities (collectively, the "Deloitte organization"). DTTL (also referred to as "Deloitte Global") and each of its member firms and related entities are legally separate and independent entities, which cannot obligate or bind each other in respect of third parties. DTTL and each DTTL member firm and related entity is liable only for its own acts and omissions, and not those of each other. DTTL does not provide services to clients. Please see www.deloitte.com/about to learn more.

Deloitte provides leading professional services to nearly 90% of the Fortune Global 500® and thousands of private companies. Our people deliver measurable and lasting results that help reinforce public trust in capital markets and enable clients to transform and thrive. Building on its 180+-year history, Deloitte spans more than 150 countries and territories. Learn how Deloitte's over 470,000 people worldwide work together every day to make an impact that matters at www.deloitte.com

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited (DTTL), its global network of member firms or their related entities (collectively, the "Deloitte organization") is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser. No representations, warranties or undertakings (express or implied) are given as to the accuracy or completeness of the information in this communication, and none of DTTL, its member firms, related entities, employees or agents shall be liable or responsible for any loss or damage whatsoever arising directly or indirectly in connection with any person relying on this communication. DTTL and each of its member firms, and their related entities, are legally separate and independent entities.

© 2026. For information, contact Deloitte Global.