inflow.ai

INDUSTRY SOLUTION

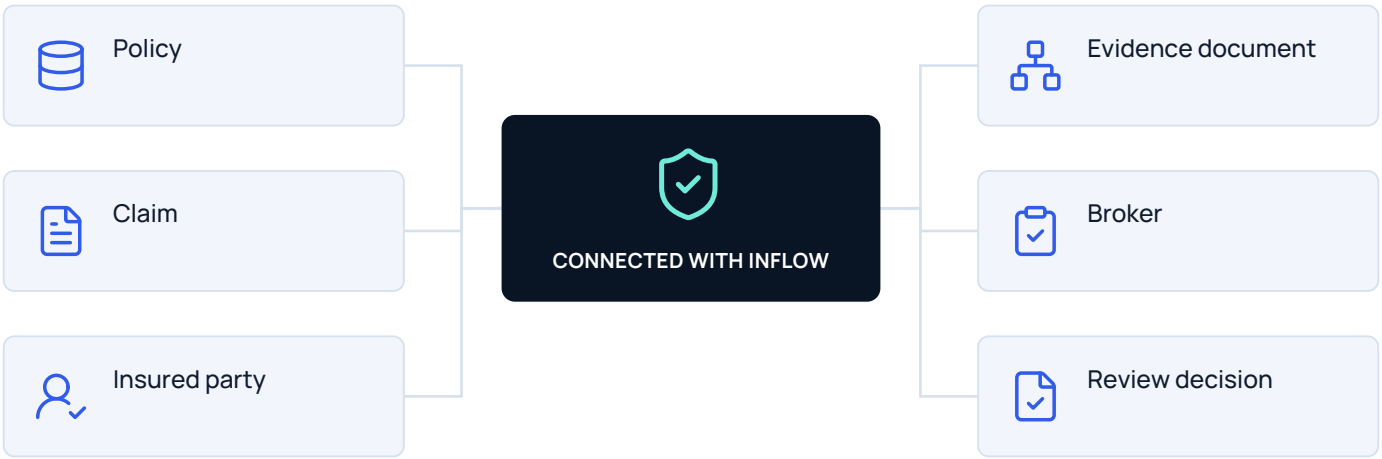
Inflow for Insurance

Connect every insurance decision to its context.

Bring policy information, claims evidence, business rules and responsible people into connected insurance journeys. Inflow provides the platform building blocks to design the work across intake, review, servicing and oversight.

CONNECTED INDUSTRY CONTEXT

The information behind the next action.



Illustrative industry information model

A claim rarely belongs to one screen or one team. Policy terms, submitted files, broker correspondence and specialist reviews arrive at different times. A connected operating model gives each responsible person the information and permitted next actions needed for their part of the journey.

INDUSTRY OPPORTUNITIES

Six journeys. One connected platform.

Configure the information, decisions and handoffs around the work your teams are responsible for.

Claims intake and evidence

Capture a structured claim and supporting files, associate it with the relevant policy and identify information still needed for review.

A review-ready case with visible gaps and a clear owner.

Interface Designer / Data models / Document management / Lifecycles

Underwriting assistance

Assemble applicant context and prepare an AI-assisted summary for an underwriter, with business rules directing exceptions to the appropriate reviewer.

An informed human underwriting review with supporting information.

AI agents / Rules engine / Human tasks / Data fabric

Policy servicing

Coordinate endorsement, renewal and cancellation requests through configured states, approvals and core-system connections.

A traceable servicing journey from request to authorized update.

Lifecycles / BPM / Integrations / Document generation

Investigation coordination

Refer duplicated or inconsistent submitted information for specialist assessment and coordinate follow-up requests without presenting an AI flag as a final finding.

An exception queue with evidence and accountable specialist decisions.

Rules engine / AI agents / Document management / Human tasks

Broker and partner service

Connect broker enquiries, onboarding documents, correspondence and case progress in role-appropriate applications.

Shared case context across internal and partner-facing work.

Interface Designer / Business applications / Data models / Integrations

Operational oversight

Review open work, handoffs, pending approvals and exceptions using operational reporting tied to the underlying journey.

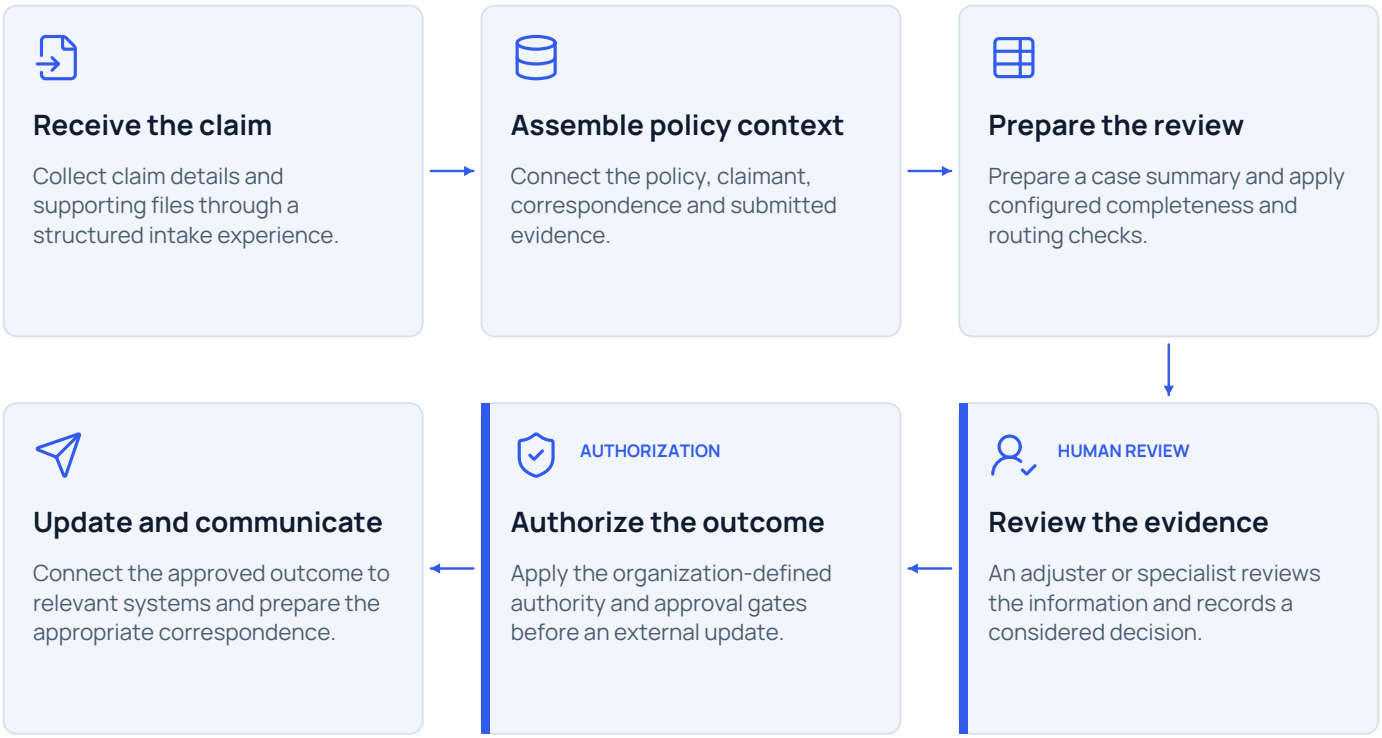
A grounded view of workload and where intervention is needed.

Operational reports / Lifecycles / Access control / Monitoring

JOURNEY AND DECISIONS

From request to accountable action.

An illustrative configured journey. Human review and authority are explicit parts of the design.



Illustrative claim-review routing

Evidence	Exception	Review route	Next permitted action
Incomplete	Any	Claims service	Request missing information
Complete	None identified	Assigned adjuster	Review claim
Complete	Specialist assessment required	Specialist reviewer	Assess the referred issue
Review completed	Approval required	Authorized approver	Authorize or return for review

Example configuration only. Policy interpretation, coverage decisions, settlement and payment remain subject to the insurer's authorized process.

PLATFORM AND OPERATING CONTEXT

One platform. The context to act.

Sovereign AI, agentic automation and modern digital transformation. Connect the platform capabilities needed for your industry journey.

Enterprise context

Data models, relationships, data fabric, queries and permitted information.

Intelligence and business logic

AI agents, MCP, rules, BPM, lifecycles and human review.

Experiences and action

Interface Designer, applications, documents, integrations and operational insight.

Connect existing systems.

- Policy and claims administration systems
- Broker channels and correspondence services
- Document repositories and approved identity services

Define the controls.

- Separate review from settlement authority.
- Restrict documents and actions by role.
- Agree model, data-flow and hosting requirements.

See Inflow in your operating context.

Explore an insurance journey with your policy, claims and integration context.

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