

# Why FPT?

**20+ years**  
of BFSI experience

**500+**  
Insurance-related Certificates

**200+**  
BFSI clients

**3000+**  
BFSI Engineers

## OUR PARTNERS



## OUR CERTIFICATES

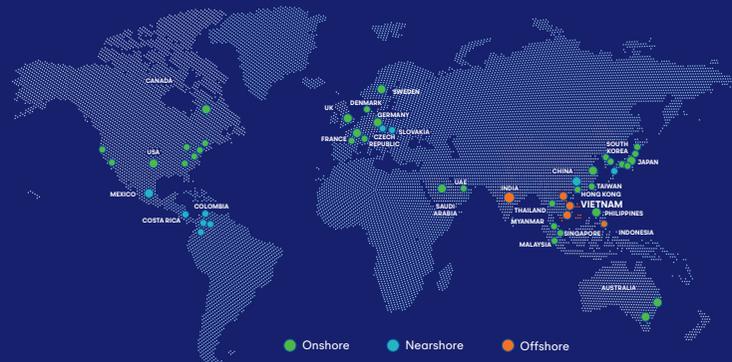
**LOMA**  
200+ Certificates

**insureMO**  
40+ Certificates

**Google Cloud**  
200+ Certificates

## WORLDWIDE OPERATIONS

Local support for global expansion



**FPT Corporation (FPT)** is a globally leading technology and IT services provider headquartered in Vietnam and operates in three core sectors: Technology, Telecommunications, and Education.

Over more than three decades, FPT has consistently delivered impactful solutions to millions of individuals and tens of thousands of organizations worldwide. Committed to elevating Vietnam's position on the global tech map and delivering world-class solutions for global enterprises, the Corporation focuses on five strategic areas: Artificial Intelligence, Automotive, Semiconductor, Digital Transformation, and Green Transformation. In 2024, FPT reported a total revenue of USD 2.47 billion and a workforce of over 54,000 employees across its core businesses.

In Financial Services, FPT provides world-class services in digital platforms, RPA, AI, IoT, Cloud, BPO, and more, delivering cutting-edge solutions that help address industry-specific challenges



### FPT Software Company Limited

FPT Cau Giay Building, Duy Tan Street, Cau Giay Ward,  
Hanoi City, Vietnam  
Tel.: +84 (24) 3 768 9048



# MODERNIZING INSURANCE OPERATIONS

Digital transformation services & solutions

# MODERNIZING INSURANCE OPERATIONS

## Our Capabilities

FPT helps easing insurers' digital transformation journey with end-to-end services and solutions, from strategy consulting to solution implementation and maintenance.

<b>Distribution</b> <ul style="list-style-type: none"> <li>AI- Agent Digital Platform</li> <li>API Marketplaces</li> <li>Banca Solution</li> <li>Embedded Insurance</li> <li>AI- Lead generation, scoring &amp; allocation</li> </ul>	<b>Point of Sales/Prospecting</b> <ul style="list-style-type: none"> <li>POS Platform</li> <li>Workflow Automation</li> <li>Self Service to Customers</li> <li>Financial Needs Analysis</li> </ul>	<b>New Business Processing/Underwriting</b> <ul style="list-style-type: none"> <li>AI/ML Automated Underwriting</li> <li>STP Rule Engine</li> <li>Workflow Automation</li> </ul>
<b>Policy Servicing</b> <ul style="list-style-type: none"> <li>RPA for Policy Administration</li> <li>Customer Super App</li> <li>Policy Lapse Prediction</li> </ul>	<b>Claim</b> <ul style="list-style-type: none"> <li>AI/ ML Automated Claim Processing</li> <li>Fraud Detection</li> <li>Rule Automation</li> <li>Workflow Automation</li> </ul>	<b>Customer Engagement</b> <ul style="list-style-type: none"> <li>Loyalty Rewards</li> <li>Health &amp; Fitness Tracking</li> <li>Wearable Devices</li> <li>Voice &amp; Chat AI Assistants</li> </ul>

## Our Services



**Intelligence Automation**



**Digitalization & Modernization**



**App. Development & Managed Services**



**Analytics/Business Intelligence**



**System Integration**



**Independent Testing**

## Our Products



Insurance Agent Journey, from Recruitment, Onboarding, Training and Career Development can be fully supported by IvyChat



AI-powered platform centralizes insurance processes, enabling agents to efficiently track sales and distribution for quick, accurate decisions.

## FPT's AI Capabilities in Insurance



## Proudly Trusted

By World-Leading Financial Institutions



# DIGITAL INSURANCE

## Case Studies

### AI-Powered Underwriting & Claim Processing

The client had been experiencing stagnant revenue growth for three years due to operational inefficiencies caused by manual processes.

Utilizing FPT's Confidon, the company successfully automated its underwriting and claim processing with AI whilst performing lapse prediction.

With Confidon, the client has boosted underwriting efficiency by 600%, reducing processing time to 2 seconds per policy.

### Health & Fitness Mobile Application

The client had limited insight into their customers' health and fitness habits and wanted to align with them individually.

Our solution included an IoT integrated mobile app that encourages their customers to exercise using gamification technology like prizes and social competitions.

This allowed the client to understand its customers' health habits up to 70% more accurately than before.

### Digital Transformation via Mobile Ecosystem

There was an internal initiative to enable staff to access all business features remotely using a mobile ecosystem.

Our team delivered a complete mobile ecosystem for both Android and iOS using Xamarin for a unified design.

This resulted in sales teams being able to provide the same services from local offices or remotely, even without internet connectivity.

FPT delivered an offline feature for more important tasks.

### AI-Powered Platform for Agents

The client is a leading life insurer with operations in nearly 20 countries worldwide.

Aiming to boost agent productivity, the company has turned to FPT's AIDP solution, which provides a personalized assistant for streamlining task management.

Equipped with a Gen AI chatbot, AIDP helps agents improve core activities such as lead management with features including providing suggestions and generating digital scripts for approaching leads. Subsequently, AIDP has helped raise agents' contribution to sales growth to nearly 30%.

### AI-Powered Call Center

The client is a large insurer in the Europe region. They were looking to streamline call center operations due to shortage of personnel and call volume.

FPT delivered an end-to-end AI-Powered Call Center solution to automate customer interactions, reduce call burdens and free up live agents for more important tasks.

Call center costs were reduced by over 40%. The customer experience and customer interactions increased by 60%.

### Offshore Optimization & Cloud Migration for BAU Efficiency

A life insurance company faced challenges with high maintenance efforts and slow processing speeds.

Leveraging FPT's offshore resources, the company has improved maintenance efficiency and implemented continuous enhancements by acquiring insurance domain expertise and defining common processes.

As a result, maintenance efforts were reduced by 30%, and processing speed improved by 40%. The company also reduced operational costs by 30% by migrating to the Cloud following FPT's proposal.