



# End-to-End Automation, Complete Value Transformation

## Why Digital Transformation Efforts Fall Short?



### Legacy Systems

Outdated systems hinder seamless implementation of advanced technological solutions, including AI.



### Fragmented network

Implementing multiple digital solutions from various technology providers complicates system integration, increases vendor management costs, and reduces operational efficiency.



### Siloed data

Ineffective data management prevents insurers from gaining valuable insights, making timely decisions, and adapting to market changes.



# iSuite

## All in One Insurance Platform

### ABOUT US

FPT is a globally leading technology and IT services provider headquartered in Vietnam with USD 2.47 billion in revenue (2024) and 54,000 employees. Committed to elevating Vietnam's position on the global tech map and delivering world-class solutions for global enterprises, FPT focuses on five strategic areas: AI, Automotive, Semiconductor, Digital Transformation, and Green Transformation.

### CONTACT

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## Modernize Insurance with iSuite



### End-to-end automate insurance processes

from customer super app to automated underwriting and claim.



### Consolidate data

from touchpoints by various stakeholders: customers, agents, third-party, employees.



### AI-Powered

Gen AI chatbots, underwriting and claim processing, fraud detection.

## iSuite Components

### Agent App

Boost agent productivity with features including lead management, AI chatbots, and performance analysis.

### AI Underwriting & Claim

Leveraging AI, OCR, Rule Engine, and CRM platforms, especially Microsoft 365, the system end-to-end automates the processes, detects fraud, and ensures regulatory compliance.

### Customer Super App

Enhance customer experience by enabling self services, simplifying policy and claim management, and providing an AI chatbot feature.

### Distribution System

Enable agent hierarchy setup and management, optimize commission calculations with transparent, automated processes.

### CRM System

Analyze data captured by the system for tailored campaigns and identifying customer lapse risks with AI

## Designed for Every Stakeholders in Mind

### Customer

Use the Super App or Customer Portal to submit claim, change policy information, change personal information, etc.

### Advisor

Use the Agent App to manage leads, sales and customer engagement.

### Provider

Use the hospital/clinic portal for cashless patient submissions.



### Third Party

Integrate with third parties for payment, medical, vitality, etc.

### Operation Admin

The backoffice administrators use the admin system for setting master data, campaign, compensation, etc.

### Operation Staff

Use the system to process new businesses, including underwriting of insurance policies, processing, policy change requests, and handling claims.

## Success Story

### Complete Value Transformation with Isuite

Facing low profitability for 3 consecutive years due to high operational costs & rising frauds, a **150-year-old insurer in Asia Pacific** turned to iSuite to modernize its processes.

#### Improved Business Performance

**15%**  
Revenue uplift within 1 year of implementation

**3 – 5 percentage points**  
Increase in profitability

**30%**  
Reduction in operational costs

#### Boosted Experience

**20%**  
Higher agent productivity

**Up to 2%**  
Reduction in customer lapse

#### Enhanced Innovation

**75%**  
Faster-time-market for launching products

**70%**  
Faster cycle times for policy issuance

**50%**  
Faster fraud detection

**15%**  
Reduction in fraud-related losses

## Why FPT?

**20+ years**  
of BFSI experience

**200+**  
BFSI clients

**30+**  
Countries & territories

**500+**  
Insurance-related certificates

**3000+**  
BFSI engineers

**88**  
Global offices

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