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$50B+ Carrier Partners with Indico Data to Cut Underwriting and Renewal Processing Time from 7 Days to 15 Minutes

One of the largest personal and commercial insurance carriers in the United States manages vast volumes of complex underwriting documentation across multiple product lines. The carrier's teams were challenged by the need to manually review, interpret, and validate these documents for both new business and renewals, a process that took up to seven days and led to inconsistencies, customer frustration, and operational inefficiencies.

After attempting to build their own automation solution internally, the carrier determined that it could not deliver the accuracy, consistency, or speed required for production use. Seeking a proven AI partner capable of handling unstructured insurance data at scale, the carrier selected Indico Data to automate their document ingestion and underwriting verification workflows.

Within weeks, the carrier went live with Indico Data's submission ingestion solution, reducing review time from seven days to under 15 minutes and improving customer

satisfaction through faster turnaround and greater decision consistency.

The challenge: *Manual review creating inconsistent and slow outcomes*

Before partnering with Indico Data, the carrier's underwriting, verification and renewal processes were fully manual. Documents arrived in multiple formats including letters of experience, insurance cards, and policy declarations, each requiring detailed review to confirm coverage and eligibility. These documents were routed through their operations teams where staff manually keyed and interpreted information for every record.

This manual process created significant bottlenecks:

- Turnaround times averaged five days, delaying responses to customers.

- Inconsistent human judgment resulted in errors, such as misclassifying coverage sufficiency.

- Customer experience suffered, with policyholders often asked to resubmit documents due to perceived illegibility.

Recognizing that these inefficiencies directly affected both customer satisfaction and operational cost, The carrier sought to automate document ingestion and review.

> The company first attempted to build an internal AI-based extraction tool but, after over six months of development, found that it could not match Indico Data's performance in accuracy, flexibility, and speed.

After a direct head-to-head comparison ("bake-off") between the internal solution and Indico Data's platform, they concluded that Indico's AI substantially outperformed its in-house effort, leading to the internal project being sunset.

The solution:
AI-driven underwriting automation that scales

The carrier implemented Indico Data's Submission Ingestion Solution, purpose-built to handle the complex and varied document types common in underwriting and renewal workflows. Using advanced classification and extraction models, the system automatically ingests documents from multiple channels, identifies document types, and extracts critical fields needed to validate coverage and renewal details.

Key components of the solution include:

- Automated document classification and data extraction for letters of experience, policy declarations, and insurance cards used to determine policy eligibility.

- Built-in validation logic to confirm policyholder coverage details against their Policy Administration System, align names across documents (e.g., Steve vs. Steven), and ensure all required evidence is present.

- Straight-through processing for sufficient cases—meaning that the majority of documents are processed without any human review.

- Integration flexibility, allowing the team to connect directly through Indico's SDK and APIs with minimal development effort.

> The implementation was completed rapidly, moving from proof of concept to production in roughly six weeks, which is a fraction of the time they spent trying to build their own solution.

Once live, the carrier immediately began processing high volumes of document bundles straight through Indico's platform with exceptional reliability.

Indico Data continues to partner closely as the program scales, ensuring that model updates, validation dictionaries, and new use cases are continuously supported. As one team member shared,

> *"Indico has become a strategic partner, not just a vendor—they've helped us accelerate our automation roadmap and deliver consistent results for our customers."*

The results:
Speed, accuracy, and a foundation for future automation

Since deploying Indico Data's underwriting automation solution, they have seen measurable operational and customer experience improvements:

- **Processing time reduced from 7 days to under 15 minutes** enabling same-day responses for most underwriting submissions and renewals.

- **70% faster overall review cycle** improving internal SLAs and increasing throughput.

- **Consistent and accurate results** eliminating subjective human interpretation across policy validations.

- **Improved customer satisfaction** with far fewer document resubmission requests thanks to Indico's ability to extract data from images previously deemed "unreadable."

- **99.5% successful submission rate** with only 0.5% of submissions flagged for issues—primarily due to password-protected or incomplete documents.

Beyond the initial underwriting use case, the carrier and Indico are exploring expansion into adjacent areas of automation, including claims document validation, mileage verifications, underwriting, and vehicle repair invoicing, furthering the carrier's goal of end-to-end operational modernization.

By replacing a failed internal build with a flexible, AI-driven platform purpose-built for insurance, they have not only achieved dramatic time and cost savings but also established a trusted partnership to sustain its long-term transformation strategy.

About Indico Data

Indico Data's **Agentic Decisioning Platform** powers insurance with real-time, actionable insights from unstructured data—fueling smarter risk assessment, sharper claims evaluation, and streamlined policy management. Our first-to-market **Agentic AI** solutions enable underwriters, claims handlers, and policy teams to make better decisions with better data.

Better data. Better decisions.
Visit **IndicoData.ai** to learn more.

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