DGTAL launches Insurance AI Agents

Augmenting Gen AI capabilities for the (re)insurance industry, enhancing accuracy and efficiency in decision making

Hamburg, 18th October 2024 - DGTAL, the AI pioneer that offers generative AI solutions for insurance operations, becomes the first Insurance-focused AI company to use AI Agents as a core element of its technology platform, marking its most significant technological upgrade to date.

AI Agents represent a profound shift from the conventional AI approach and are currently being adopted from major tech players in other industries. DGTAL is the first to deliver this frontier technology to the insurance space. Unlike AI solutions so far, which provide a single response to a prompt, AI Agents operate real workflows. They collaborate, share objectives, plan and execute with other AI Agents and with human experts. They are equipped with specific personalities and attributes that make them capable of executing defined tasks, for example to jointly to carry out specific roles and tasks. Even early versions are expected to shift accuracy by more than 40% compared to conventional AI.

AI Agents will be available in the 3.0 update of DRILLER, DGTAL's flagship solution. DRILLER is the first Generative AI claims assessment and audit co-pilot that understands the content of claims documents and enables fast reviews, decision making and claims management. It helps insurers to handle and assess vast amounts of unstructured information, such as the more than five billion claims documents received by European insurers annually, query and summarize claims, identify claims drivers and gather insights. All DGTAL clients will be automatically upgraded to the new version. DGTAL makes this leap at a very relevant moment and aims to be the first AI company in the insurance space to run this new technology in production.

Arndt Gossmann, DGTAL CEO, states: "It's mind blowing how Generative AI can augment the capabilities within the (re)insurance sector. AI Agents address multiple challenges our industry is facing, from the lack of people to responding faster after large events such as storms. A major advantage is that AI Agents can be integrated into existing workflows as they can interact and communicate like and with human experts." "Insurance is a complex business that cannot be solely delegated to AI. The new level of innovation, however, will allow to augment the work of insurance experts to automate time consuming tasks and to reinvent insurance operations", Gossmann concludes.

Richard Hundt, CTO of DGTAL, elaborates on the technical leap: "Agentic AI represents the next evolution of Generative Artificial Intelligence, capable of operating autonomously and performing a wide array of tasks on behalf of users. AI Agents can understand, interpret, and execute complex tasks in specific contexts—in DGTAL's case, the insurance context. AI Agents need less pre-training, learn on the job, never get tired or complain. They are the perfect assistants."

About DRILLER
DRILLER is DGTAL's flagship solution designed to transform the way insurers explore claims files and analyse portfolios. DRILLER operates as an intelligent, expert-level assistant that helps users navigate vast amounts of unstructured insurance data, delivering deep insights and actionable recommendations. The AI-based solution is highly customizable and can be integrated into various workflows, enabling claims professionals, managers, and actuaries to enhance their productivity and decision-making processes.

About DGTAL
DGTAL a pioneer provider of Generative AI solutions designed specifically for the insurance industry. Founded by top insurance professionals and deep tech experts, DGTAL is revolutionizing claims and underwriting processes through the use of Generative AI technology. With its proprietary platform and insurance-adopted large language models (LLMs), DGTAL is enabling insurers to unlock new efficiencies and handle unstructured data at an unprecedented scale.

Find out more at www.dgtal.io.

- ENDS -

For any press enquiries, kindly contact:

Vanda Giannara
Tel : +30 6937 139138
E-mail: v.giannara@dgtal.io

DGTAL
DGTAL GmbH │Hohe Bleichen 8 │ 20354 Hamburg │Germany
DGTAL Pathos │ 47, Formionos Street │ 16121 Athens │ Greece