

# Deloitte Accelerates Insurance Industry Digital Transformation with InsureMO AI

As a global leading professional services firm, Deloitte has been committed to creating exceptional value for clients through innovative technology. Recently, Deloitte's strategic partnership with InsureMO has achieved significant results in the insurtech field. By integrating the AskInsureMO intelligent assistant, Deloitte has successfully enhanced the intelligence level of its insurance consulting and implementation services, providing more efficient and smarter digital transformation solutions for global insurance clients.

## Deloitte's Insurance Industry Challenges

As one of the "Big Four" accounting firms, Deloitte's insurance industry consulting business faced multiple challenges in helping insurance clients respond to digital transformation:

- How to help insurance clients achieve comprehensive digital transformation from strategy to execution
- How to reduce the risks and technical barriers of implementing complex insurance systems
- How to provide consistent insurance solutions globally while meeting regulatory compliance requirements in different regions
- How to accelerate insurance project delivery cycles and improve return on investment

These challenges prompted Deloitte to seek more intelligent and efficient technology partners, ultimately choosing the InsureMO platform and its AI capabilities to enhance its insurance consulting and implementation service portfolio.

## InsureMO AI: Deloitte's Strategic Partnership Advantages

Through the partnership with InsureMO, Deloitte integrated the AskInsureMO intelligent assistant into its insurance consulting and implementation services, providing intelligent support to its global consulting teams and clients. The core advantage of this solution lies in its powerful technical architecture—based on InsureMO AI's professional insurance knowledge base, using Retrieval-Augmented Generation AI technology (RAG), and connecting to AWS Bedrock Claude 3.5 large language model.

This advanced technology combination enables Deloitte to fully leverage InsureMO platform's rich insurance product knowledge, powerful insurance business APIs and ecosystem APIs to quickly build and deploy insurance systems that meet the needs of different markets, perfectly aligning with Deloitte's core philosophy of "Making an impact that matters."

## **Deloitte's Implementation Results**

Since integrating the AskInsureMO intelligent assistant into its services, Deloitte has achieved significant results in multiple business areas:

### **1. Consulting Project Delivery Cycle Significantly Shortened**

Deloitte's consulting teams, through AskInsureMO, obtain InsureMO API usage guidance and code generation services, reducing insurance system implementation cycles from 6-9 months to 2-3 months. For example, a digital core system transformation project implemented by Deloitte for a global insurance group took only 4 months from strategic planning to system launch, saving 60% of time compared to traditional implementation methods.

### **2. Global Consulting Team Collaboration Efficiency Improved**

Deloitte's global consulting teams achieved standardized knowledge sharing and technical support through AskInsureMO. Consulting advisors from the Americas, Europe, Asia-Pacific, or Africa can all receive consistent technical guidance and best practices, greatly reducing knowledge transfer costs and learning curves. Statistics show that the onboarding time for new team members has been reduced from an average of 4 weeks to 1 week, improving project handover efficiency by 70%.

### **3. Solution Flexibility Enhanced**

With the intelligent configuration services provided by AskInsureMO, Deloitte can more flexibly adjust pricing strategies and underwriting rules of insurance products for clients. In a global system unification project for a multinational insurance group, Deloitte was able to quickly adapt to different countries' regulatory requirements and market characteristics while maintaining a consistent core architecture, achieving the strategic goal of "Think globally, execute locally."

## 4. Customer Satisfaction and Return on Investment Improved

With the support of InsureMO AI, Deloitte provides higher quality consulting and implementation services to its insurance clients. Customer feedback shows that response time for technical issues has been reduced from an average of 24 hours to immediate response, significantly reducing project risks, improving customer satisfaction by 50%, and increasing return on investment by an average of 35%.

### Deloitte's User Experience

Deloitte's consulting teams and clients can use the AskInsureMO intelligent assistant through simple steps:

1. Log in to the InsureMO portal website
2. One-click access to the AskInsureMO intelligent assistant
3. Enter specific questions or select relevant tags
4. Receive precise technical guidance or code examples

Deloitte's Global Insurance Technology Leader states: "The AskInsureMO intelligent assistant has greatly enhanced our service capabilities. It not only helps our teams solve technical implementation issues but also significantly improves our development efficiency and delivery quality through code generation and review functions. More importantly, it enables us to provide 24/7 technical support to our clients, ensuring immediate assistance regardless of which time zone clients are in globally, which is completely consistent with Deloitte's commitment to 'providing excellent service to clients anytime, anywhere'."

### Business Value of Innovative Collaboration

The AI innovative collaboration between Deloitte and InsureMO has brought significant business value to both parties:

- Enhanced consulting service depth: AI empowerment enables Deloitte to provide end-to-end insurance transformation services from strategy to execution
- Expanded market influence: By providing more efficient insurance solutions, Deloitte has successfully expanded its market share in the insurtech consulting market
- Accelerated pace of innovation: The partnership with InsureMO enables Deloitte to quickly bring the latest insurtech innovations to clients

- Enhanced competitive advantage: Technological innovation provides Deloitte with a differentiated advantage in the competitive professional services market

## Future Outlook

Based on the current successful collaboration, Deloitte plans to further deepen its strategic partnership with InsureMO, jointly exploring more AI applications in the insurance industry:

1. Intelligent risk assessment models: Combining Deloitte's risk management expertise with InsureMO's AI technology to develop more precise risk assessment models
2. Compliance intelligent solutions: Using AI technology to automatically identify and adapt to regulatory requirements in different regions, reducing compliance risks
3. Customer experience optimization platform: Developing AI-based customer journey analysis and optimization platforms to enhance insurance customer experience

Deloitte's Global Financial Services Industry Managing Partner states: "The partnership with InsureMO enables us to combine cutting-edge AI technology with Deloitte's deep industry knowledge and consulting experience to create real business value for clients. The AskInsureMO intelligent assistant is just the beginning of our collaboration. We look forward to continuing to drive digital and intelligent transformation in the insurance industry together with InsureMO, helping insurance companies maintain competitiveness and achieve sustainable growth in the digital era."

Through the strategic partnership with InsureMO, Deloitte has successfully strengthened its position as a leader in insurance industry digital transformation, providing more intelligent and efficient consulting and implementation services to global insurance clients, establishing a model of win-win cooperation between professional service organizations and insurtech platforms.