AI agents for the insurer's own documents and systems

Built in your environment. Reading your wordings, connected through the APIs you already run. Held at every decision that is yours to make.

THE PROBLEM

Your assistants can answer questions. The work is somewhere else: in the claim pack, the policy wording, the policy system and the claims system. No catalogue of ready-made connections has those, and the agents your core vendor sells run in its cloud, not yours.

HOW IT WORKS

STEP 01

Read and connect.

Index your wordings, tables of benefits and guidelines once, and an agent answers from them with the clause cited. Give Katonic the description of an API you already run, and each operation becomes a tool an agent can call. Add databases, document stores, maps and search from the catalogue of MCP servers, each one running inside your own cluster.

STEP 02

Set the rules.

For every tool, choose one of four answers: allow, allow and record, hold for a person's approval, or block. For the whole company or for one team. A tool that changes something waits for approval until you decide otherwise. That is where your payment threshold lives.

STEP 03

Put it to work.

Build the agent in Katonic Studio with the people who do the job today. It acts as the person using it, and every call it makes is recorded.

The data, the keys and the operator stay with you.

Agents an insurer can build

Claims intake	First notice of loss intake. Claims processing. Claim pack completeness. Claim summary
Claims assessment	Coverage check. Settlement calculation. Claims correspondence. Leakage review
Fraud	Fraud detection. Investigation case file
Underwriting	Underwriting support. Risk appetite check. Referral memo. Renewal review
Servicing and distribution	Policy servicing. Certificates and endorsements. Broker queries. Member policy Q&A
Health claims	Pre-authorisation preparation. Medical claims adjudication support. Provider invoice check
Compliance and conduct	Compliance audit. Regulatory monitoring. Complaint handling. Litigation support
Product and pricing	Product change analyst. Pricing analyst. Risk profiling
Reinsurance and finance	Bordereaux check. Treaty recovery
Partners	Partner quality

Each one prepares the work. A person makes the decision.

Seven questions to ask before an agent touches a claim or a policy

01 Is there one list of every agent, and every tool each can call?

02 Which tools change something, and who decided each may run?

03 Above what amount does a payment need a person, and who set it?

04 Whose identity does the agent act under?

05 What does the agent do when the wording is silent?

06 Where does the model run, and what leaves your network?

07 Can every call be shown to a supervisor?

WHERE IT RUNS TODAY

In production for about 1,100 staff of a life insurer in Asia, on the insurer's own cluster, inside its network.

In production at a top-tier bank in Asia, air-gapped, inside the bank's own perimeter.

Where to start

One line of business, one team, invented data first. Then beside the manual process, measured against it.

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