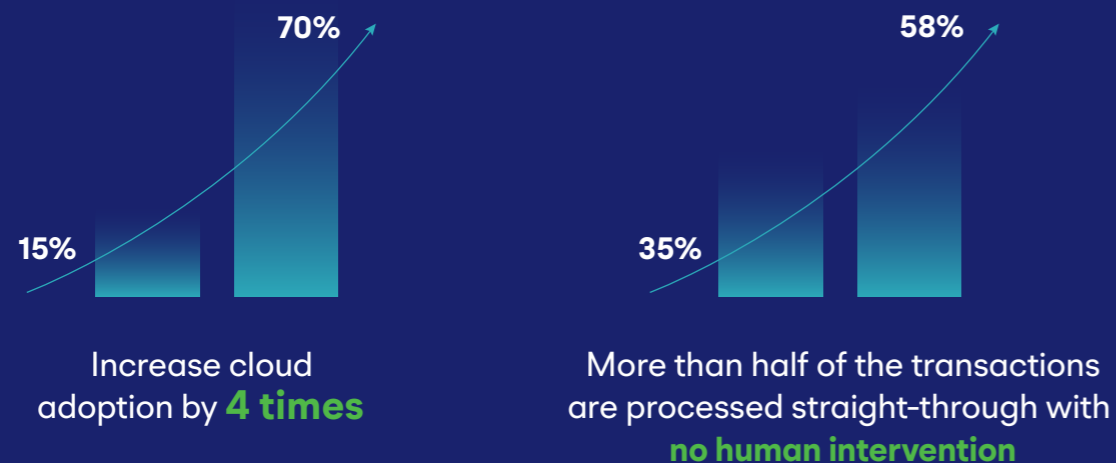


## SUCCESS STORY

### How a giant finance group became digital-first with Insurance 360

#### Unlock operational excellence



#### Deliver bespoke customer experience with digital services



**55%** All transactions processed automatically end-to-end with no human intervention

#### ABOUT US

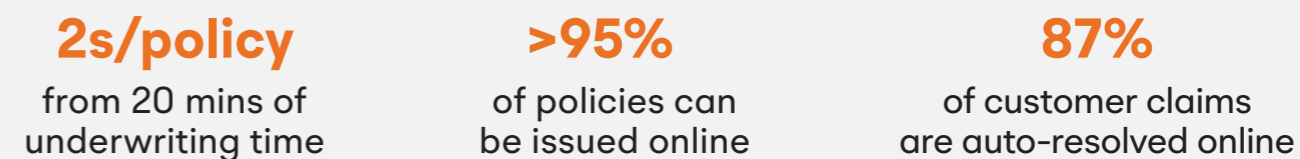
**Contact Person:** Nguyen Van Manh  
**Email:** ManhNV8@fpt.com  
**Address:** FPT Cau Giay Building, Duy Tan Street, Dich Vong Hau Ward, Cau Giay District, Ha Noi City, Viet Nam



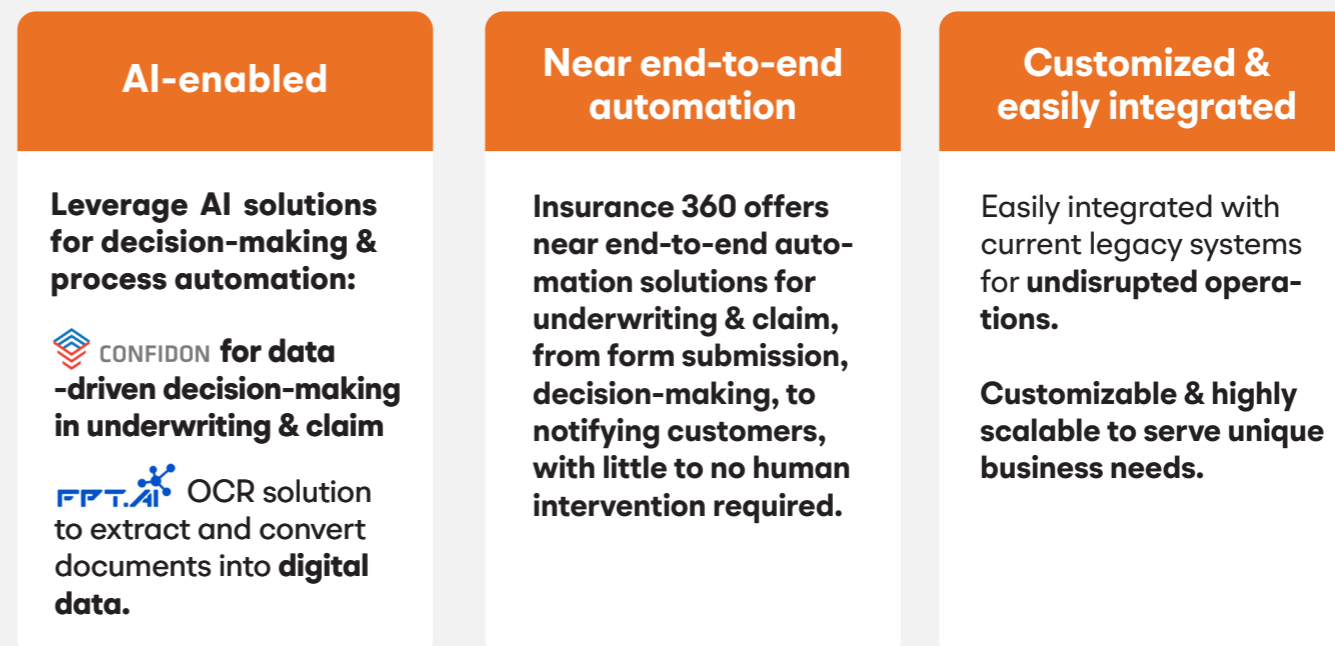
## Insurance 360: AI-Powered Solution for Operational Optimization



Combining next-gen technology with home-grown, ready-made AI solutions, including CRM, Confidon, and FPT.AI OCR, Insurance 360 by FPT Software is a comprehensive solution package that helps global insurers achieve operational optimization with cost-effective, fast, and flexible implementation.

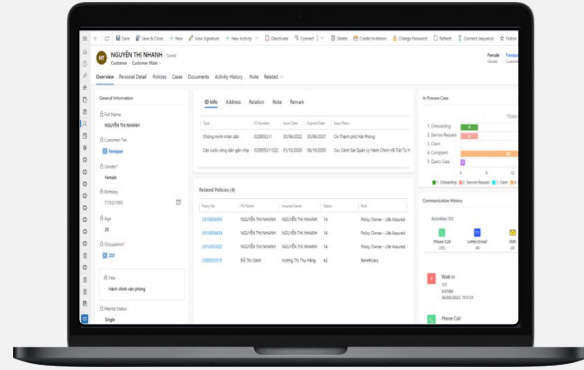


#### Why Insurance 360?



# KEY FEATURES

## 1. Customer Servicing



- Supported by CRM
- Provide a comprehensive suite of tools for managing customer interactions and service requests.
- Support tasks including case management, task lists, workflows, and approvals.
- User-friendly interface.

## 2. Customer Onboarding (Underwriting)



Automate data collection and validation



AI-powered decision-making



Little to no human intervention

## 3. Claim Processing



Automate claim information verification

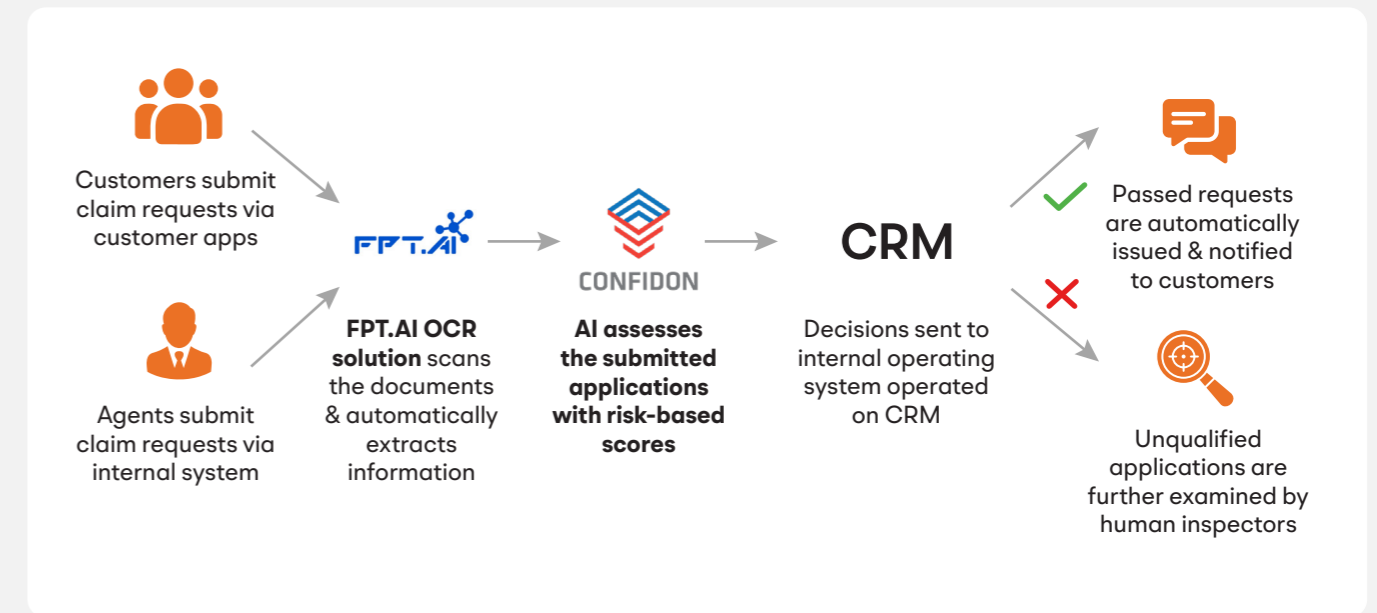


AI-powered decision-making

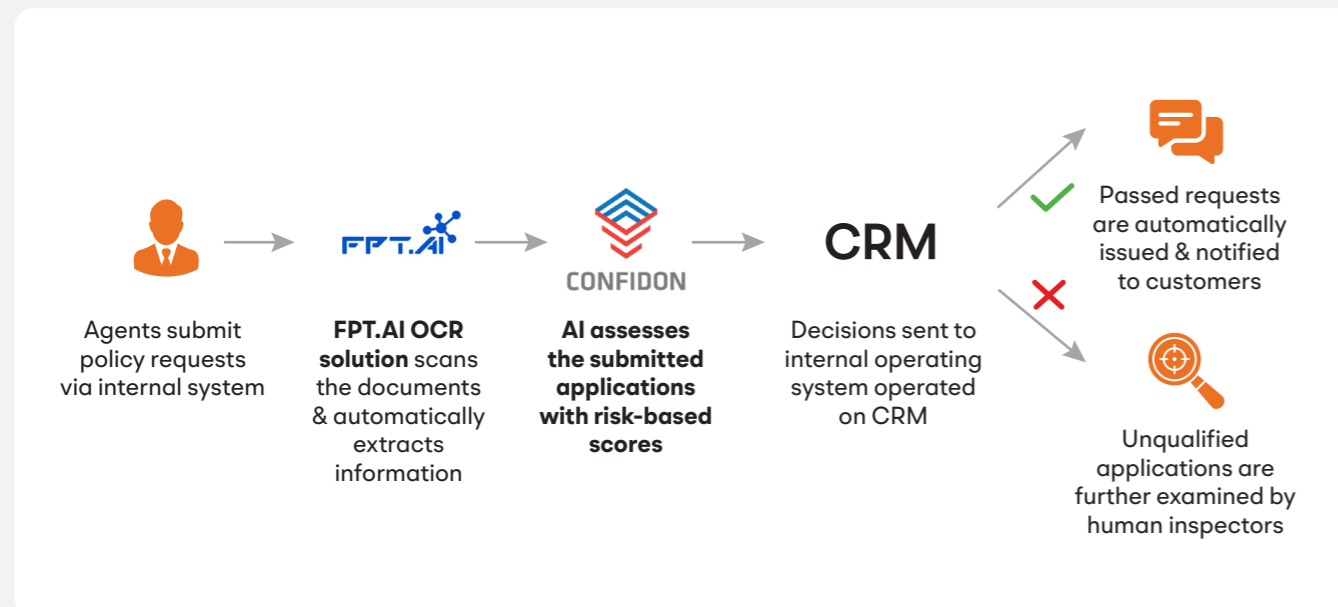


Reduce manual workload & minimize errors

### How it works



### How it works



## INSURANCE 360 - a product by FPT Software

**20+**  
Years of experience in BFSI

**70+**  
Clients in BFSI

**1,000+**  
AI professionals

Proudly trusted by leading financial organizations

