

INSURANCE

# Claims processing coworker for a retail and commercial insurer

Growing claim volumes and unstructured document sets were slowing settlement. Wexa ran a proof of concept automating intake, extraction and validation.

**-60%**

claims processing time

**70%+**

field-extraction accuracy at launch, rising with feedback

**0**

manual re-entry into the claims system

CLIENT

**Retail and commercial insurance group**

REGION

**Confidential**

WHEN

**2025**

ENGAGEMENT

**Proof of concept**

WEXA COMPONENTS

**Document ingestion · extraction agents · rules validation · claims-system integration**

## The challenge

- Manual review of large, unstructured claim files
- Skilled staff hours lost to data extraction
- Human error causing rework and escalations
- Seasonal surges straining capacity

## What Wexa built

- ✓ Automated intake from multiple channels with image enhancement
- ✓ OCR and NLP extraction with document classification and confidence scores
- ✓ Business-rule validation against policy terms; exceptions routed to reviewers
- ✓ Outputs synced to the claims system

# How it runs on Wexa

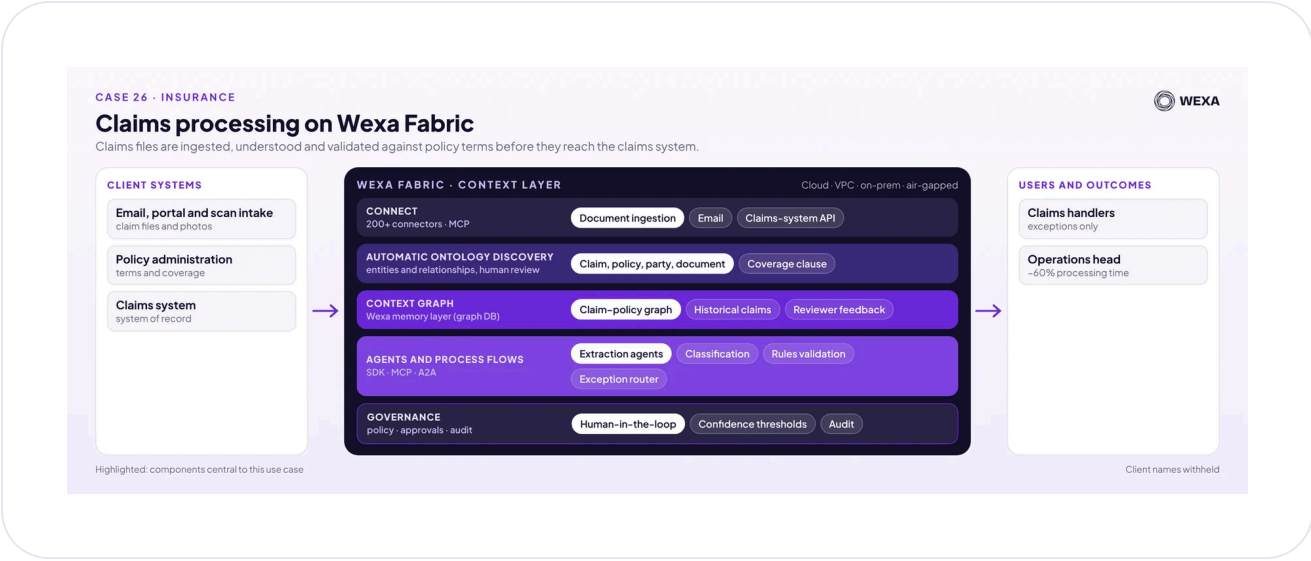


**FIGURE** How this use case runs on Wexa: client systems connected, ontology discovered, context graph in the Wexa memory layer, agents and process flows, and governance. Highlighted components are central to this use case.

# Solution architecture

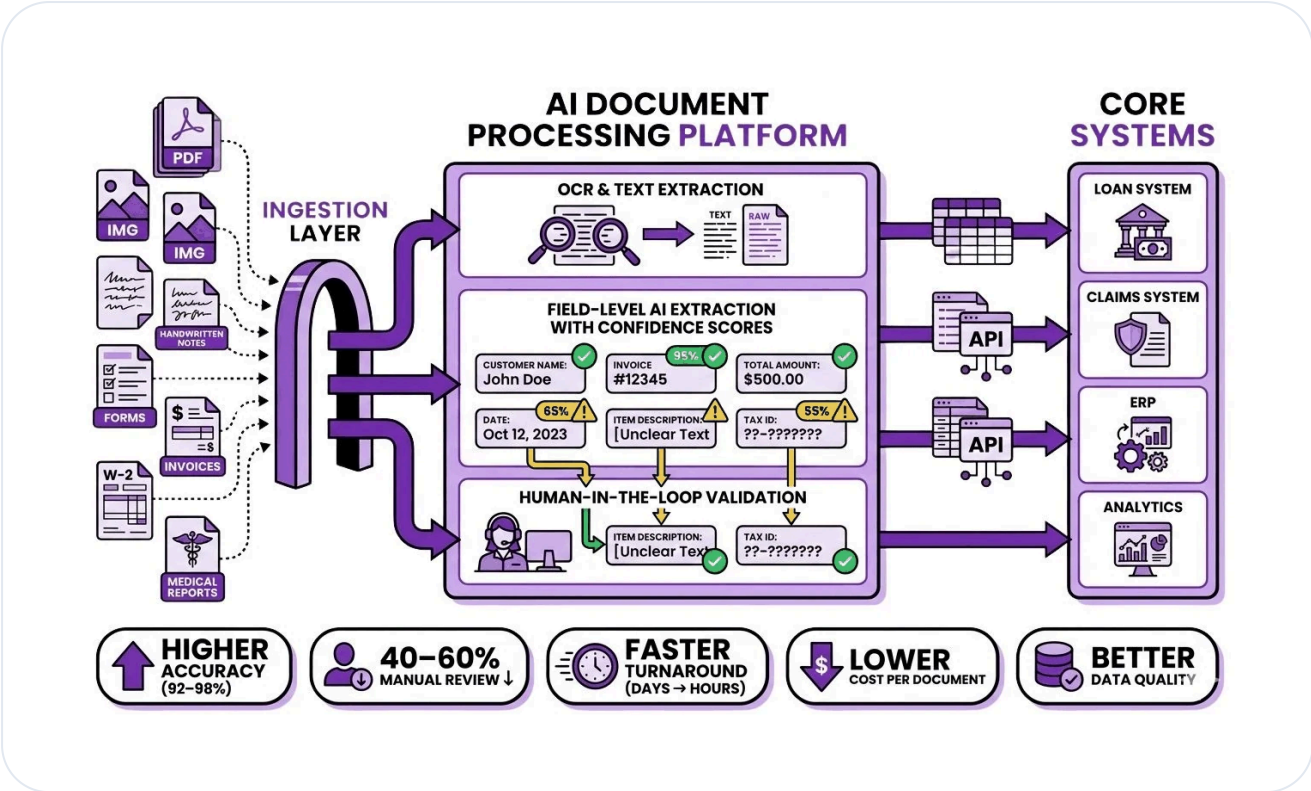


**FIGURE** Document-processing architecture used in the proof of concept: ingestion → OCR → field-level extraction with confidence scores → human-in-the-loop validation → core systems. Percentages on the figure are platform design targets.

# Results

| MEASURE                                   | BEFORE / WITHOUT WEXA | WITH WEXA          |
|-------------------------------------------|-----------------------|--------------------|
| Claims handlers for the same claim volume | 50 handlers           | <b>20 handlers</b> |
| Annual cost of the process                | \$2.8M                | <b>\$1.1M</b>      |
| Time to implement the AI solution         | 6 months              | <b>6 weeks</b>     |

| MEASURE                                                                  | BEFORE /<br>WITHOUT WEXA | WITH WEXA     |
|--------------------------------------------------------------------------|--------------------------|---------------|
| AI build cost (one-time)                                                 | \$480K                   | <b>\$44K</b>  |
| AI operating cost per year (models,<br>infrastructure, upkeep, platform) | \$312K                   | <b>\$166K</b> |
| Total AI cost in year 1                                                  | \$792K                   | <b>\$210K</b> |

WITH WEXA

**\$1.5M**

net annual value to the client after Wexa's  
own operating cost

**4x**

faster to implement

**47%**

lower AI operating cost

**\$582K**

less AI spend in year 1



**"The Wexa POC proved that AI-driven claims automation can deliver real, immediate value. We processed claims faster, with fewer errors, and freed our people to focus on customers rather than paperwork."**

OPERATIONS HEAD, CLIENT