

AI IN INSURANCE: A FIRST GLANCE

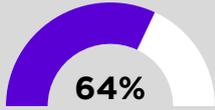
We recently conducted a survey of over 100 insurance leaders to capture market perspectives and highlight best practices across the industry when it comes to AI adoption.

FOUNDATIONS, NOT TOOLS, ARE THE CONSTRAINT

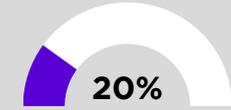
Data quality and integration challenges (61%) and legacy systems (41%) remain the most common barriers to scaling AI across the enterprise.

Fragmented data, multiple platforms, and siloed ownership make it difficult to reuse models, demonstrate return on investment, and move at pace. Quality, consistent data is the foundation to accelerating your operational power with AI.

THE INDUSTRY IS EXPERIMENTING - NOT YET TRANSFORMING



of insurance leaders are still exploring or running AI pilots



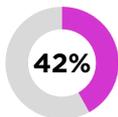
of insurance leaders have deployed AI at scale

Many organisations are testing tools in isolation, but few have the foundations in place to industrialise AI across functions, products and geographies.

Those who are most advanced on their journeys have adopted an integrated approach connecting business units and people, with a clear vision tied to organisational objectives.

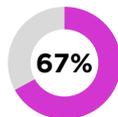
THERE'S A NEED TO INVEST IN OPERATIONAL DEVELOPMENT

Over the next 2-3 years, insurers expect to invest most heavily in:



digital transformation and change

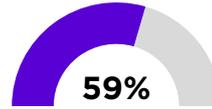
Yet 67% say they're only "somewhat prepared" for AI-driven ways of working



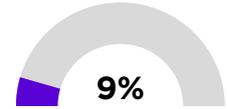
say they are "somewhat prepared" for AI

Demand is outpacing supply, particularly when it comes to marrying technical capability with deep insurance expertise. Organisations who have the right resource in place began by understanding both their existing capabilities and the gaps in their knowledge.

BOARDS ARE ENGAGED IN AI, BUT IT ISN'T STRATEGIC



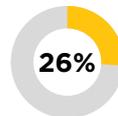
of boards report moderate engagement with AI



say AI is central to strategic decision-making

Although many would like to accelerate their journey, they're struggling to strategically embed the required changes to make this a reality. In organisations who are further ahead, AI is treated as a long-term business capability - not a standalone technology initiative.

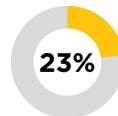
SCALING AI REQUIRES MORE THAN TECHNOLOGY



are focused on developing internal capability



are hiring targeted specialists for key roles



are combining internal development and external hiring

As insurers balance speed, control and risk, many are reassessing how they access specialist skills and delivery capability. Progress is fastest where data, talent and partners are aligned around clear outcomes - not just pilots or point solutions.

Partnerships are key to implementing the right structures and resource to accelerate your AI journey. Get in touch with the ECMS team to find out how we can help.



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