

INFOSYS AI-FIRST GCCs FOR INSURANCE

BUILD | INNOVATE | TRANSFORM



The Insurance GCC of the Future

Insurance enterprises are navigating an era of rising loss ratios, regulatory complexity, and evolving customer expectations. Traditional GCCs are no longer sufficient.

Today's insurers require AI-first capability centers that can directly impact underwriting precision, claims efficiency, and enterprise risk management.

As their scope expands, GCCs are being structured to bring together domain expertise, technology, and operational rigor, enabling closer alignment with business priorities and stronger execution across the insurance value chain.

The Need for AI-first GCCs in Insurance

Insurance enterprises are redefining their operating models to address core priorities.



AI-led decision making

Driving precision across underwriting, pricing, and risk through data-driven insights



Talent transformation

Building specialized capabilities across actuarial, claims, and AI-driven operations



Innovation at scale

Enabling rapid experimentation and scaling of next-generation insurance solutions



Operational efficiency

Reducing leakage and improving cycle times across claims, servicing, and policy operations



Resilience and compliance

Strengthening governance, regulatory alignment, and enterprise control

Infosys AI-first GCCs for Insurance

Infosys enables insurers to build GCCs that move beyond cost optimization to become strategic engines of business value, seamlessly integrating key insurance functions.



Underwriting & Pricing Excellence

AI-driven risk assessment and faster decisioning



Claims Transformation

Reduced leakage, faster settlement, and improved customer outcomes



Policy & Servicing Operations

Straight-through processing and intelligent servicing



Actuarial & Risk Analytics

Advanced modeling for profitability and resilience



Regulatory & Compliance Readiness

Built-in alignment to global insurance standards

Infosys partners with insurers to build and scale AI-first GCCs that deliver enterprise value across the insurance value chain.



End-to-end GCC lifecycle expertise across setup, scaling, and transformation



Insurance-focused AI platforms including Topaz Fabric for Insurance



Deep domain capability across underwriting, claims, actuarial, and risk



Integrated ecosystem spanning talent, technology, and innovation

How We Deliver Value

Build with End-to-end Flexibility

Infosys enables insurers to establish GCCs aligned to their operating model, ownership preference, and growth strategy, ensuring faster setup, continuity, and flexibility across insurance operations and technology functions.



Build-Operate-Transfer for structured setup and transition



Assisted GCC Build for specialized insurance operations and engineering centers



Captive Carveout to transform underperforming operations into scalable hubs

Innovate with Accelerated Time-to-Value

Infosys enables insurers to build future-ready capability and innovation engines across their GCCs, helping them move from experimentation to scalable innovation with measurable outcomes across the insurance value chain.



AI-led talent development across underwriting, claims, fraud, and risk analytics



Structured programs spanning insurance domain, core platforms, data, and leadership capability



Innovation COEs leveraging Living Labs and ecosystem-led insurance solutions



Faster innovation at scale through rapid prototyping and deployment of AI solutions

Transform with AI at the Core

Infosys embeds AI across the insurance value chain to drive intelligent operations and platform transformation, enabling insurers to scale AI across business and technology functions with consistency and control.



AI foundation powered by Topaz and Cobalt for enterprise-scale AI adoption



AI-led core platform modernization across policy, claims, and billing systems



Intelligent insurance operations across FNOL, claims adjudication, servicing, and compliance



AI-powered engineering transformation to improve productivity and speed to market

Why Infosys is the Partner of Choice

Infosys combines proven GCC execution with deep insurance expertise and AI-first capabilities to deliver scalable outcomes. With a strong foundation across platforms, talent, and ecosystem partnerships, Infosys enables insurers to build and run high-impact GCCs aligned to business priorities.



AI-first platforms embedded across insurance operations and core systems



Scalable talent ecosystem with structured insurance and AI capability development



Strong ecosystem partnerships enabling innovation and rapid solution scaling



Execution models designed for speed, flexibility, and enterprise alignment

Proof of Impact

Infosys combines proven GCC execution with deep insurance expertise and AI-first capabilities to deliver scalable outcomes. With a strong foundation across platforms, talent, and ecosystem partnerships, Infosys enables insurers to build and run high-impact GCCs aligned to business priorities.

Built and Scaled Insurance GCCs



Established a **new GCC for a North American insurer**, scaling to **250+ professionals** with seamless onshore to offshore transition.



Executed a **global testing carveout for a European insurer** across India and APAC, scaling to **550+ professionals** and consolidating delivery.

Enabled Innovation at Scale



Set up an **Innovation COE for a leading insurer**, enabling **AI-led prototyping and scaling** across underwriting, claims, and core platforms.

Drove AI-led Transformation



Modernized core platforms for a North American insurer, enabling **scalable AI-ready operations** across pension and wealth administration.



Built **innovation-led COEs and modernized risk analytics platforms** for a global reinsurer using AI and cloud-native architectures.

Our GCC Delivery Framework

Infosys follows a structured approach to design, set up, and run Insurance GCCs, ensuring alignment with business priorities and consistent execution across the lifecycle.



Design

Define operating model, governance, and capability roadmap aligned to insurance business priorities



Ramp

Set up infrastructure, deploy seed teams, and activate insurance-specific capability modules



Deliver

Enable AI-driven execution across underwriting, claims, and technology functions while ensuring performance and compliance

Your Insurance AI-first GCC Journey Starts Here

Infosys enables insurers to build GCCs that deliver measurable outcomes from day one and evolve with business priorities. With AI-first platforms, insurance-focused talent programs, and proven delivery models, Infosys creates capability centers that drive innovation, scale, and long-term value.

Partner with Infosys to build your Insurance AI-first GCC

For more information, contact askus@infosys.com

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Navigate your next

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