

INFOSYS TOPAZ FABRIC FOR INSURANCE

FROM LINEAR GROWTH TO EXPONENTIAL SCALE

Insurance growth is increasingly constrained by fragmented operations, workforce challenges, and AI initiatives that remain disconnected from enterprise workflows.

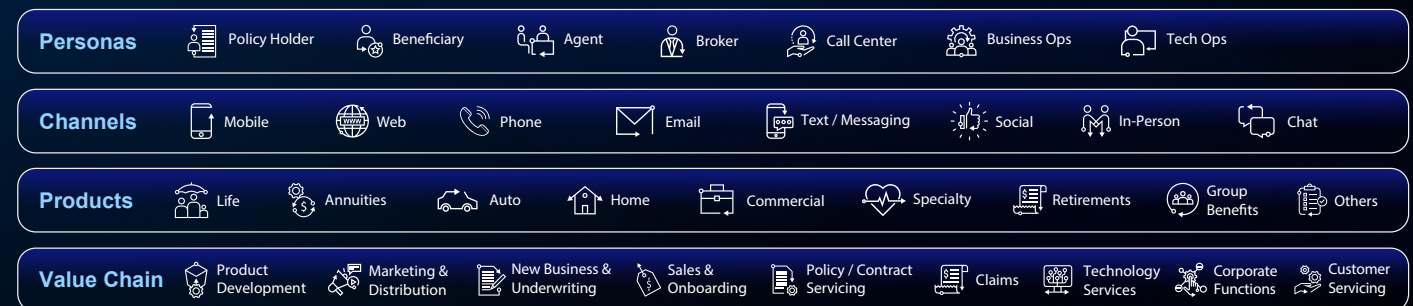
Infosys Topaz Fabric for Insurance changes the equation by orchestrating data, models, AI agents, and business processes with insurance expertise and enterprise context, enabling human teams and AI agents to work together seamlessly across the enterprise.

It shifts the model from humans executing tasks to humans orchestrating AI-driven outcomes. It enables AI to amplify human capability, helping insurers scale beyond traditional workforce and process constraints.

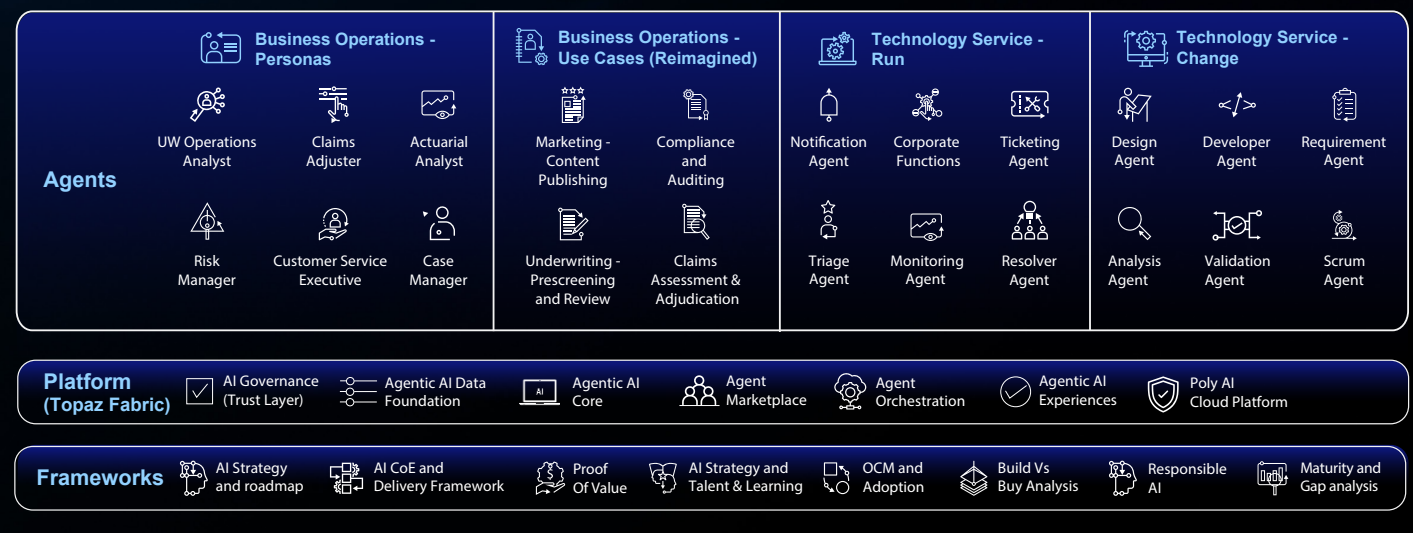


THE ARCHITECTURE FOR SCALING AI ACROSS INSURANCE

Enterprise AI needs more than individual solutions. It needs an architecture designed to scale with the business, adapt to change, and sustain value over time.



Topaz Fabric for Insurance



RETHINK WORK, WORKFORCE & WORKFLOWS

Exponential scale requires more than adding AI to existing processes. It requires a fundamental shift across work, workforce, and workflows, transforming how value is created, delivered, and scaled across the enterprise.

WORK



Automates routine cognitive tasks and augment judgment-based work.

WORKFORCE



Re-bundles roles around human + AI collaboration

WORKFLOWS



Replaces sequential hand-offs with adaptive, AI-orchestrated flows.

TURNING AI CAPABILITY INTO BUSINESS OUTCOMES

Putting AI to work across services, engineering, talent, and operations to scale value across the insurance enterprise.



Managed Services as Software

Integrating Human + AI agent delivery models across claims, servicing, and underwriting to replace traditional legacy managed services.



Custom-built Services as Software

Engineering bespoke, enterprise-grade AI platforms built directly upon the Topaz Fabric reference architecture.



Talent Transformation

Transitioning traditional personnel into AI orchestrators through structured upskilling paths.



Exponential Engineering Pods

Deploying co-located units of software engineers and insurance SMEs augmented by AI to bridge the gap from isolated pilots to enterprise adoption.



Specialized Services as Software

Deploying modular, function-specific AI agents-as-a-service across business or IT units with a platform-agnostic design.



Build Agents at Scale (Agent Factory)

Utilizing a subscription-based factory model to manage the governed design, deployment, and lifecycle of pre-built, insurance-specific agent personas.

FROM AI INITIATIVES TO ENTERPRISE IMPACT

Infosys Topaz Fabric for Insurance unifies data, models, agents, and workflows across the insurance enterprise, combining AI with domain expertise and enterprise context. The result is an AI-native operating model that transforms AI from experimentation into measurable business value at scale.

For more information, contact askus@infosys.com

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Navigate your next

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