

MINSAIT STREAMLINES LIQUID AI IN INSURANCE: AUTONOMOUS AGENTS THAT REDUCE TIMES AND COSTS, FROM SIGNING THE CONTRACT TO FILING THE CLAIM

- Tomorrow the company will attend Insurance Week to present IndraMind, its sovereign AI platform which, when applied to the insurance sector, can anticipate claim peaks, prioritize by risk areas, activate alternative suppliers and proactively communicate to relieve the pressure on processes
- With these new solutions, Minsait will strengthen its leadership of innovation applied to insurance at this flagship forum, which is also set to feature a talk with Spanish astronaut Sara García on innovation and the future

Madrid, February 17, 2025. – Tomorrow, Minsait, an Indra Group company, will attend Insurance Week 2026 to present its proposal for Agentic AI, known as liquid AI. This is an approach which, through Generative AI, abandons the automation of isolated tasks and orchestrates complete processes through networks of specialized agents capable of perceiving, reasoning, and acting in seconds. Within the context of insurance, this model can meet market needs not only with better products, but also with greater operational speed and precision, from the pricing and underwriting to the management of claims and the policyholder experience.

The company attends this benchmark event held every year at Ifema to highlight the trends and technologies that are having the greatest impact on the policy and claims market. This year Minsait is launching its Agentic AI proposal, which can automate isolated tasks and orchestrate end-to-end processes by means of agents that interpret context and assign and execute tasks, while constantly learning as they use the tool.

Andrés Duque, head of AI in Insurance and Banking at Minsait, stressed that “Agentic AI is already changing insurance, because it can turn data into decisions and decisions into coordinated actions. This is reflected in faster processing, lower operating costs and better-informed customers, factors that are vital for insurance agents during critical periods with high workloads and stress”.

IndraMind. Sovereign AI for a regulated sector

During its appearance at the forum, Minsait will also discuss IndraMind, Indra Group’s sovereign intelligence platform for protecting assets, people, and critical infrastructures, which, when transferred to the insurance field, acts as a “nervous system” that connects heterogeneous sources and business applications, incorporates security into the design and maintains the service when deployed in maximum security and resilience systems, even in high-demand scenarios.

For example, in the event of high-impact meteorological phenomena, IndraMind’s agents anticipate the load by geographical area and portfolio, activate preventive care for the policyholders most likely to make a claim and adjust priorities to minimize delays. In parallel, the platform recommends the activation of alternative providers when the usual network is unable to cover the volume, performs automatic reassignments and frees up processing time thanks to expert assistants that prepare files, verify covers, and suggest actions to the manager. All this results in a more seamless, adaptable, and efficient operation during periods of greater pressure, while keeping customers informed and restricting the insurer’s costs, without undermining the quality of the service.

In practice, IndraMind enables a mission-critical operation in the insurance field; during peaks and incidents, the agents not only understand what’s coming, they orchestrate the business response with recommendations that can be monitored and automated actions. This has a direct impact on the operation, while guaranteeing traceability and supervision by the professional. Moreover, thanks to the highly visual development, insurers can rapidly implement these new solutions and scale them up without revamping their existing systems, testing them in the short term, adjusting them with use, and deploying the technology in phases.

“Our agents don’t just understand what’s going on; they predict what’s coming, orchestrate the response and accompany the customer in real time, from the warning to the resolution. With IndraMind, this operational brain can bring together scattered data, intelligence and activity to chain decisions and actions wherever they have

an impact, using sovereign, secure, and scalable technology. This is how AI will cease to be a rising star and bring value to the business and peace of mind to the policyholder”, argued Duque.

Lastly, during its intervention tomorrow at Insurance Week, Minsait will be joined by Spanish astronaut Sara García, who will offer an inspirational vision of exploration, science and the future, in keeping with the ambition to bring innovation to the real challenges facing the insurance sector.

About Minsait

Minsait (www.minsait.com) is the Indra Group market-leading company in digital transformation and Information Technologies. It is highly specialized, has extensive experience of the advanced digital business and sectoral knowledge and it boasts the multi-disciplinary talent of thousands of professionals worldwide. Minsait is at the forefront of the new digitalization, with advanced capabilities in artificial intelligence, the cloud, cybersecurity and other transformational technologies. In this way, it boosts business and generates major impacts on society, thanks to a range of high value-added digital services, customized digital solutions for all areas of activity and agreements with the most important partners in the market.

About Indra Group

Indra Group (www.indragroup.com) is the foremost Spanish multinational and one of the leading European companies in the areas of defence and advanced digitization. It stands at the forefront of the defence, space, air traffic management, mobility, and transformational technology businesses through Minsait, and it integrates its sovereign AI, cybersecurity, and cyberdefence capabilities into IndraMind. Indra Group is paving the way to a more secure and better-connected future through innovative solutions, trusted relationships and the very best talent. Sustainability is an integral part of its strategy and culture in order to overcome current and future social and environmental challenges. At the close of the 2024 financial year, Indra Group posted revenues of €4.843 billion and had a local presence in 46 countries and business operations in over 140 countries.

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