



Enhancing customer interaction and Business Intelligence with Gen-AI

HERE TO DARE

SPEAKERS



Manuel Zanchetta

Partner Insurance & Beyond, BIP

Manuel Zanchetta is a seasoned Partner with 18 years of experience in the Insurance industry. His expertise has been cultivated through dedicated support to market leaders, where he played a pivotal role in designing and implementing transformation journeys, specializing in organizational and digital transformations, operational excellence, and the adoption of core platforms. His focus extends to developing international client relationships and actively seeking strategic partnerships to design and deliver innovative, high-value-added solutions.

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Gabriele Oliva

Head of Data & AI, BIP

Gabriele Oliva is a seasoned Data professional with cross-industry experience and a passion for solving problems with data, technology and AI. Gabriele possesses a proven track record in supporting clients across diverse industry sectors in their data and AI journeys. Gabriele excels at both tactical and strategic levels, offering expert solutions to enhance operational efficiency and delivering cutting-edge AI/ML capabilities. Gabriele is committed to delivering value by tailoring technology solutions to enhance business performance.

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WHO WE ARE

BIP is a multinational consulting firm with **5000+** professionals worldwide, helping companies succeed through business and technological challenges.

INDUSTRIES

Energy & Utilities

Industrial & Automotive

Telco, Media & Entertainment

Financial Services

Life Sciences

Retail & Consumer

Insurance & Beyond

Public Sector

WHERE WE ARE

We are worldwide, where you need us most

5000+

Bipers

47

Nationalities

13

Countries

Italy

Milan
Rome
Bologna
Padova
Mogliano V.
Palermo
Lecce
Bari

EMEA

London
Madrid
Barcelona
Brussels
Luxembourg
Lugano
Vienna
Zurich
Lisbon
Abu Dhabi

N. America

New York
San Francisco
Chicago
Houston

S. America

São Paulo
Rio de Janeiro
Santiago de Chile
Bogotá

Certified



Corporation

bip.

ABOUT US

The Insurance & Beyond Business area

Break down the insurance value chain by advocating for **core insurance digital transformation, ESG transition, capital and liquidity** management, and ecosystems development.

Extend beyond the traditional industry boundaries to **cultivate customer digital trust and exponential technologies** to power end-to-end digital solutions, deliver data-driven transformation and enable clients' responsiveness to rapidly changing business needs.

IN NUMBERS

40

Insurance clients worldwide

7

Countries:
Italy, UK, Germany, US, Spain, Colombia & Brazil

+45

Alliances with Tech Partners

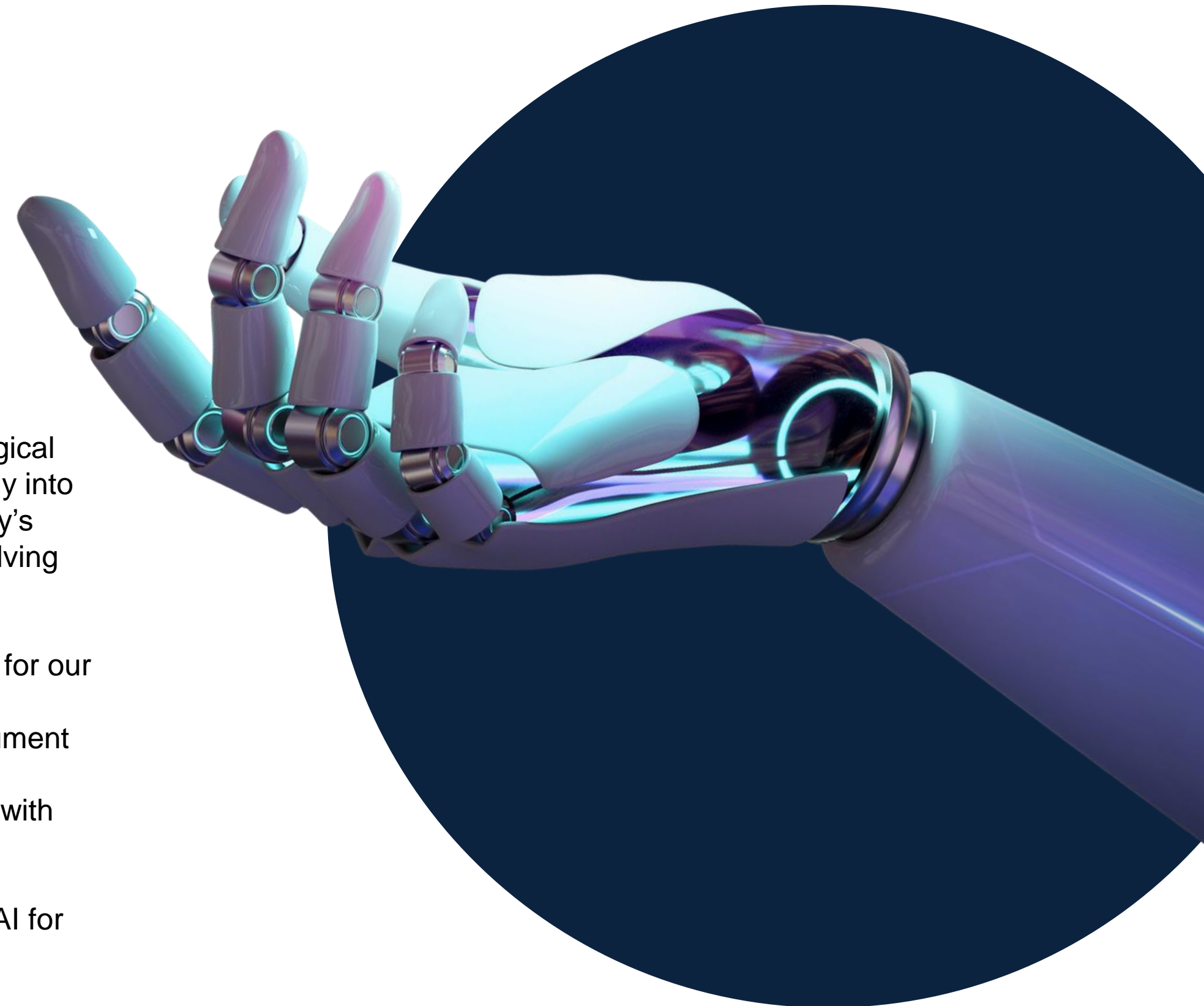
Digital	USER CENTRIC DESIGN & CUSTOMER PLATFORMS	DIGITAL CHANNELS	INSURTECH & NEW BUSINESS MODELS
Strategy & Operation	STRATEGIC TRANSFORMATION DESIGN AND MANAGEMENT	CAPITAL & LIQUIDITY MANAGEMENT	REGULATORY & COMPLIANCE, ESG
Technology	IT STRATEGY & GOVERNANCE, ENTERPRISE ARCHITECTURE	INFRASTRUCTURE SERVICES	CYBERSECURITY
Business Model Innovation	ARTIFICIAL INTELLIGENCE & GENAI	CLOUD & FINOPS	BUSINESS INTELLIGENCE & HYPERAUTOMATION

Enhancing customer interaction and Business Intelligence with Gen-AI

The insurance industry is undergoing a transformation due to technological innovation, with AI technologies potentially injecting \$1.1 trillion annually into the global market. Generative AI offers solutions to many of the industry's challenges, including rising operational costs, intense competition, evolving customer expectations, and sophisticated cybercrimes.

In BIP, we're using Gen-AI to accelerate innovation and transformation for our clients. Two key accelerators we have built consist in:

1. **Gen-AI Assistant** – smart assistant solution that streamlines document management, enabling simple question & answering, translation, summarisation and entity extraction to enhance user engagement with data.
2. **Smart BI Journal** – dynamic reporting that leverages Generative AI for automated storytelling, highlighting key insights for executives.

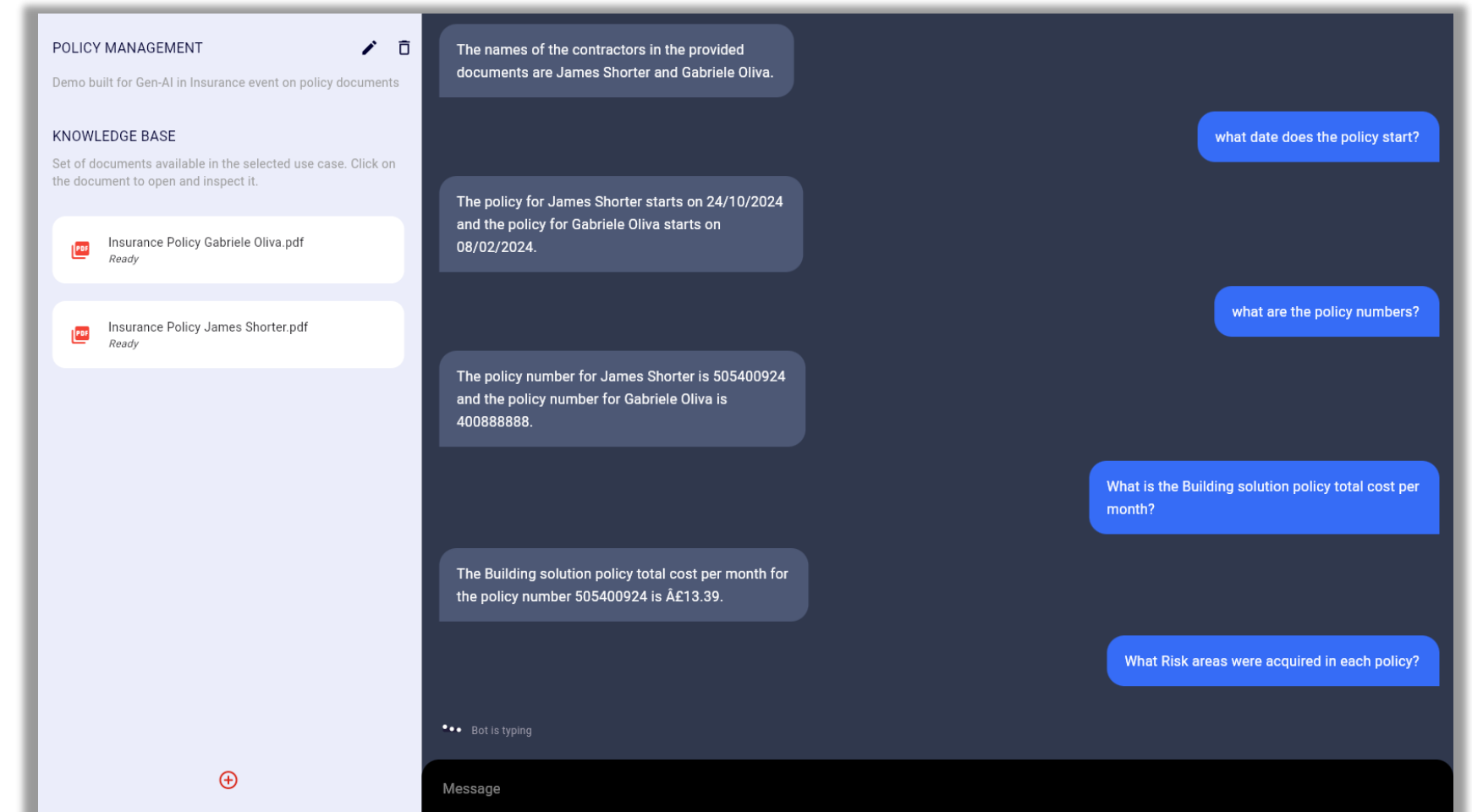


GEN-AI ASSISTANT

Smart assistant to streamline document management and information retrieval

Inefficient and disorganized document management poses a significant challenge for companies and institutions. We've built a **GenAI-powered document management system**, that enables simple question & answering, summarisation and more in an intuitive and collaborative way.





[Click here to see more of BIP's in-house solution](#)



FUNCTIONALITIES

- ✓ Flexible information gathering from multiple sources via connectors or RPA
- ✓ Cloud Data lake technology to store files and their metadata, or fully structured information
- ✓ AI or GenAI artifacts to leverage on the document base
- ✓ Document injection onto collaboration tools (ex: Teams)

BENEFITS

-  Cooperation platform
-  Document retrieval
-  Document understanding
-  Data automation





Dynamic reporting with GenAI for automated storytelling and insights

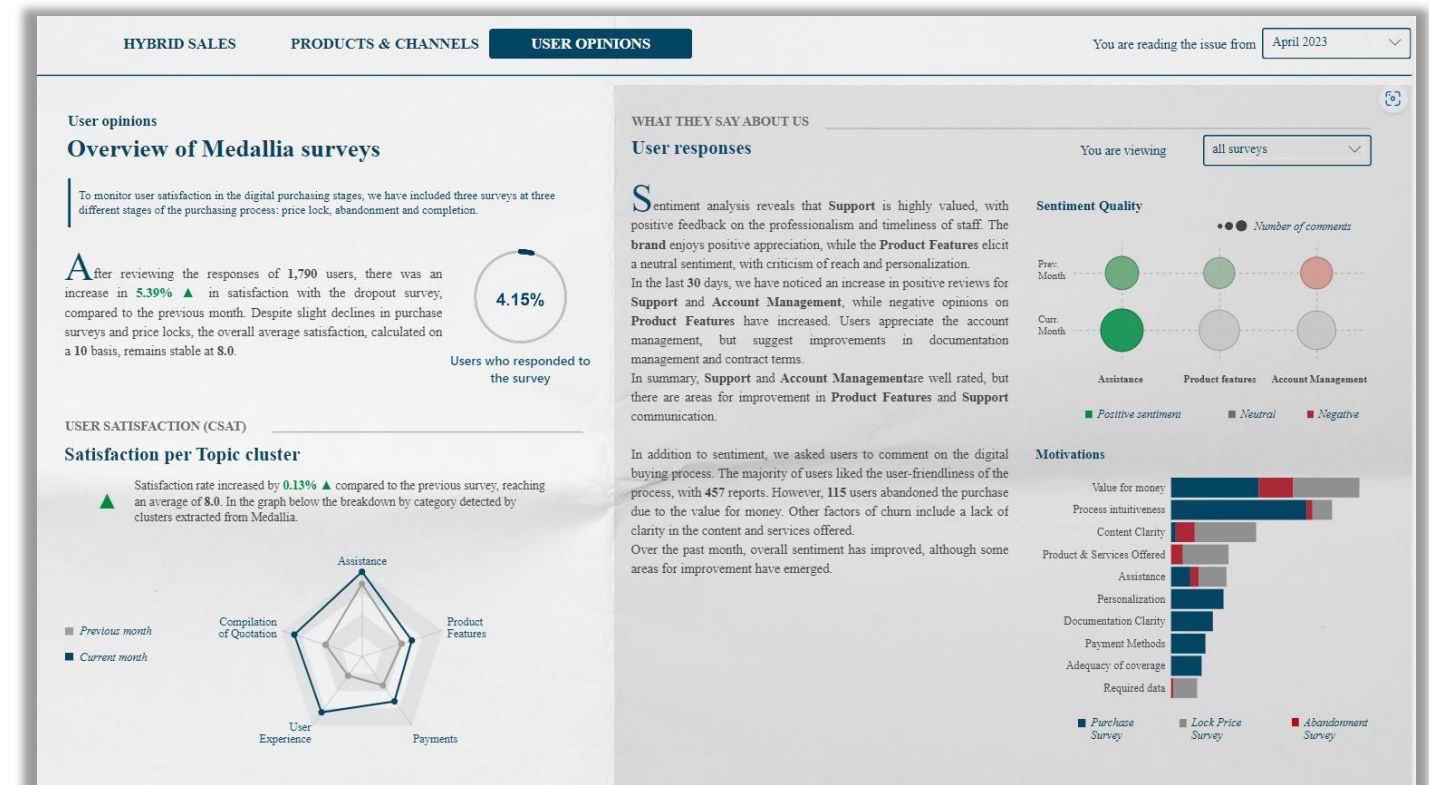
Many companies face challenges due to fragmented reports, lacking a unified source for KPIs and data. We propose an **innovative Generative BI approach to dashboarding** which shifts the insight knowledge from a handful of data experts to anyone. This approach provides automated, conversational and dynamically generated insights customised to the user's needs and delivered to their point of consumption (ex: laptop, smartphone).

FUNCTIONALITIES

- ✓ Automatic insight to help in better understanding the data
- ✓ Presents the data in the most efficient way
- ✓ Queries multiple data sources to gather, process and analyse the information
- ✓ Map requests to the underlying concepts and data sources

BENEFITS

-  Consistent and accurate information reporting
-  Rapid identification of insights
-  Spot churn risks quickly and efficiently
-  Customer sentiment awareness





Thank you

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Discover More

