

# Neutrinos

## The Accelerate Reinvent Company

Transforming global insurance operations through  
use of intelligent automation.





## About Us

Neutrinos is a leader in intelligent automation, empowering insurance enterprises to harness the full potential of AI agents to autonomously execute and optimize complex business processes.

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We are **The Accelerate Reinvent Company** - on a mission to help insurers reimagine business processes, drive continuous modernization, and unlock new possibilities with AI.

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Founded in 2016 by three automation professionals, Neutrinos began its journey in Johannesburg and has since evolved into a global organization headquartered in Singapore, with offices across India, the UAE, South Africa, and the U.S.

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**Purpose-built for insurers**, the Neutrinos platform is the only one of its kind designed to manage and orchestrate all agents, not just those built on Neutrinos. It unifies complex systems, enables cross-platform orchestration, and powers the agentic and autonomous workflows of tomorrow.

### Founded

2016, Johannesburg, South Africa

### Headquarters

Singapore

### Global Offices

South Africa | India | UAE | USA | Singapore

### Industry Recognition

Featured by Gartner, Celent, Everest, and Zinnov

**160+**

employees  
across 6 offices

**15+**

countries  
served

**25+**

enterprise  
insurers and  
banks

**150+**

prebuilt  
insurance  
accelerators

**70+**

AI agents in  
our AI library

# » Why Leading Insurers Choose Neutrinos

## Business Outcomes First

We align with our clients' strategic objectives and drive measurable impact, helping insurers achieve enterprise agility, faster time-to-market, and exceptional customer experiences.

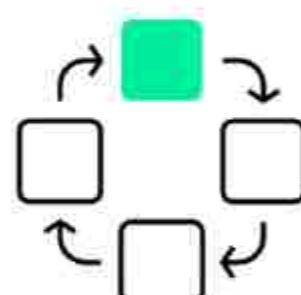


## Deep Insurance Expertise

Our team combines deep domain expertise with proven technical prowess to solve the toughest challenges and meet evolving industry needs.

## Innovation Without Disruption

Through our AI-Native Coreless System of Execution (CSoE), insurers can modernize confidently. Neutrinos integrates seamlessly with existing systems, unifying data, context, and action into a single, intelligent layer of execution.



## Enterprise-Wide Reinvention

Neutrinos enables transformation at scale by breaking down silos, optimizing processes end-to-end, and powering sustainable agility across the insurance enterprise.

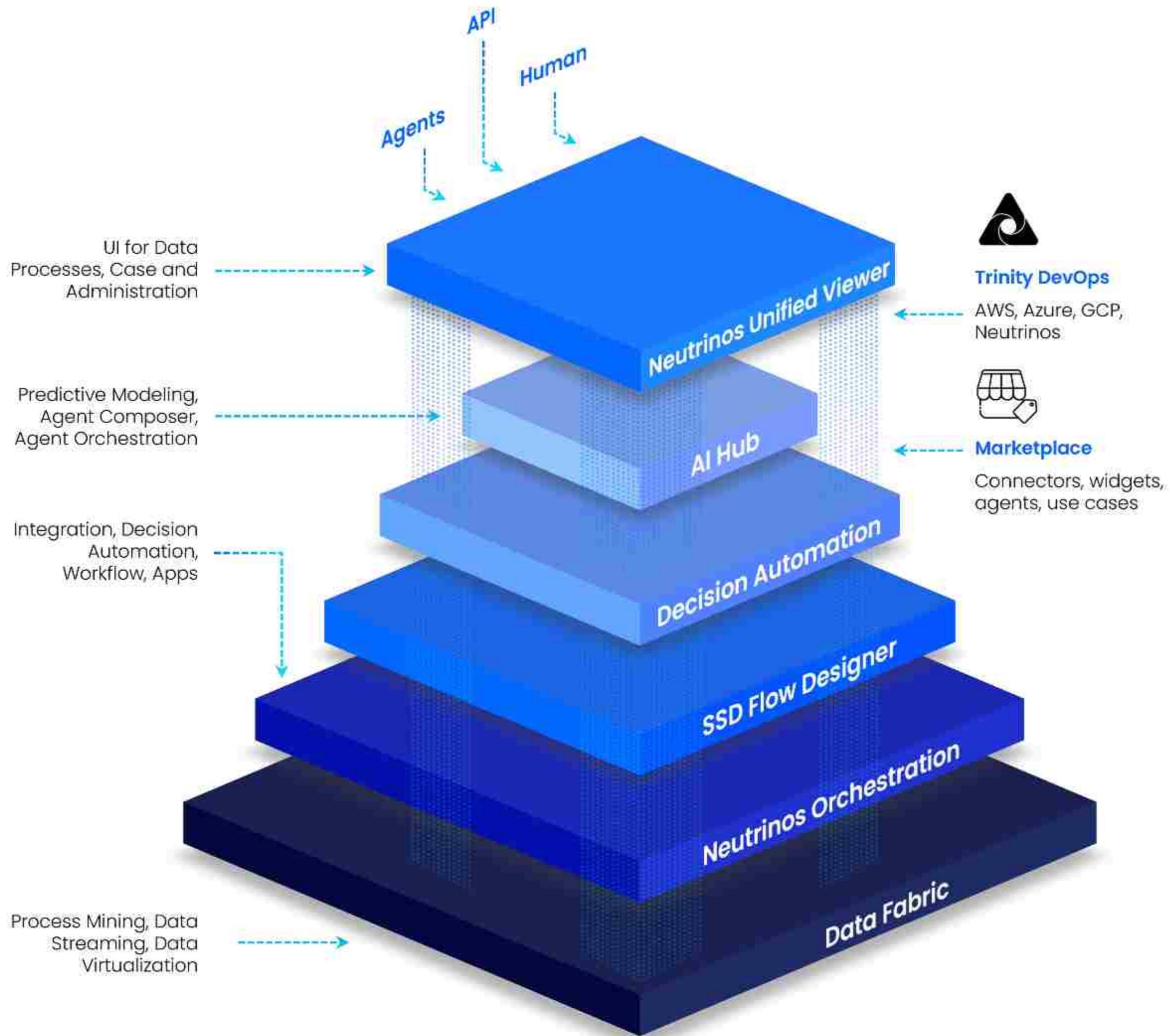
# Together,

these strengths make Neutrinos the preferred partner for insurers ready to transform with confidence.

# » The Neutrinos Full-Stack AI Platform

The Neutrinos full-stack AI-native platform brings together automation, orchestration, and intelligence into one cohesive ecosystem. It's purpose-built to help insurers modernize without disruption, connecting legacy cores, enabling AI-driven operations, and driving continuous reinvention.

# Platform Capabilities



**Unified Viewer:** A single intelligent workplace for data visibility, collaboration, and execution.

**AI Hub:** Build, deploy, and manage AI agents, GenAI models, and predictive pipelines.

**Digital Process Automation (DPA):** Automate complex processes with human + AI collaboration.

**Orchestration:** Coordinate workflows, decisions, and systems across the enterprise.

**Data Fabric:** Harmonize and virtualize insurance data into a real-time, governed layer.

**Trinity:** Deploy anywhere: on cloud, on-prem, or hybrid, with built-in observability and control.

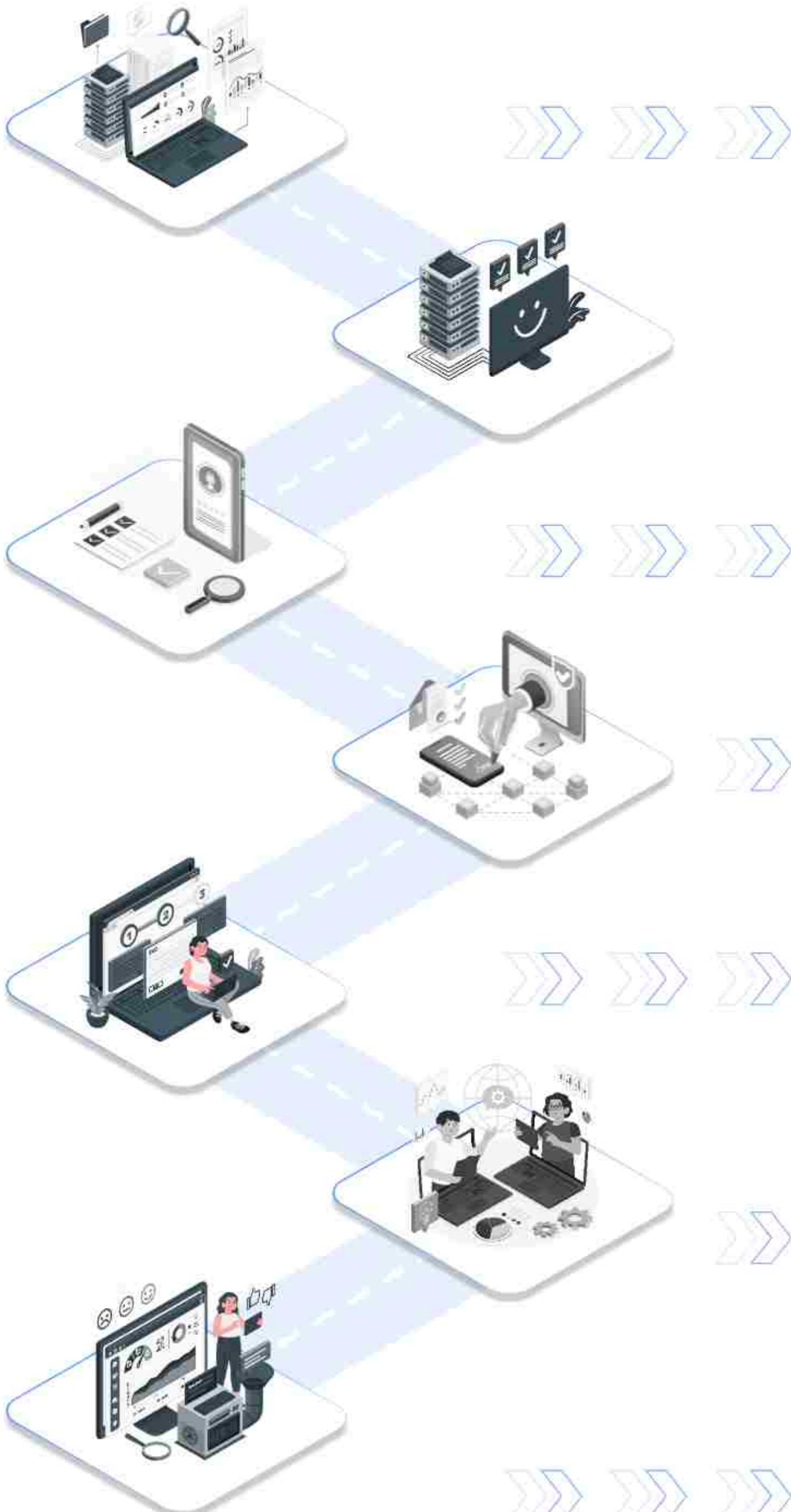
**AI Agent Library:** A catalog of prebuilt insurance agents for automation, decisioning, and engagement.

Together, these layers form a Coreless, AI-driven system of execution, enabling insurers to innovate continuously, safely, and at scale – without disrupting the system.



# A Look Inside the AI Agent Library

Our AI Agent Library spans six broad categories, with specialized agents designed to continuously expand insurance workflows and use cases.



## Underwriting & Risk Assessment

- UW Pricing Modeler Agent
- Underwriting Query Handler
- Geolocation-Based Property Risk Assessor
- Medicine Coding Agent
- Disease Extraction Agent
- Form Extraction Agents
- Document Intelligence Agent
- CDC Mapping Agent
- NGO Detection Agent
- Confidence Scoring Agent

## Fraud Detection & Adjudication Support

- Evidence Validation & Policy Alignment Agent
- Case Summarization & Anomaly Detection Agent
- Health Anomaly & Fraud Alert Agent

## Claims Automation

- Claims FNOL Agent
- Claim Drafting & Reconciliation Agent
- Damage Assessment Agent

## Medical and Document Intelligence

- Medical Document and Evidence Agent
- Document Management (Extraction) Agent
- Underwriting Document Intake Agent

## Customer Communication & Engagement

- Quote & Bind Assistant
- Customer Communication & Status Update Agent
- Provider Network Recommender Agent

## Distribution Support and Compliance

- Conversation Audit and Compliance Monitoring Agent
- Progress Report and Document Request Agent
- Policy Recommendation Agent

Empower your organization to reduce cycle times, improve decision-making, and drive automation and transformations across all business functions.

### Intelligent Underwriting

- Intelligent Case Summaries
- GenAI-Assisted Workflows
- Automated ICD-10 Code Mapping
- Smart Triaging
- AI-Powered Profile Matching

### Connected Claims

- Claims Intake And FNOL
- Claims Registration & Verification
- Auto Adjudication
- Adjudication Workbench & Assessment
- Settlement and Closure Management

### Insurance Distribution

- Omnichannel Integrations
- Modern e-Application
- Quoting & AI-Powered Needs Analysis
- 360° Advisor Dashboard
- Funnel Management

### Banking Digitization

- Digital Customer & Merchant Onboarding
- Loan Origination
- Branchless Banking & BDS
- Risk and Control Management
- Digital Portals, Forms & Servicing Digitization

Neutrinos equips insurers with our full-stack AI platform and a library of pre-built accelerators and AI Agents to become agile, high-performing businesses.

## ➤ Trusted Globally. Proven in Insurance.

Neutrinos delivers measurable transformation, driving agility, speed, and intelligence across global insurance enterprises. We power some of the world's most trusted insurers and financial organizations.

### Trusted by

25+ enterprise insurers and banks.

### A few of our clients include:



Prudential



Sun Life



Sanlam

Hollard.



Manulife



نكافل الراجحي  
Al Rajhi Takaful



APL  
decisions matter

### Industries Served:

- Health Insurance
- Property and Casualty Insurance
- Life and Annuities Insurance
- Banking and Financial Services

## Selected Outcomes:

- Simplified life distribution journeys, reducing onboarding time by 60%.
- Rolled out AI-driven underwriting across 8 countries in less than 12 months.
- Automated claims orchestration processing over 200K policies per month.

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## Business Results:

- Up to 50% increase in operational efficiency.
- Up to 70% faster time-to-market for new products.
- 3x improvement in straight-through processing (STP) rates.
- Higher customer satisfaction and retention rates across markets.

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## Global Reach. Singular Focus.

With offices and delivery centers across five continents, Neutrinos brings deep industry expertise and local market understanding to every client partnership.

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## Our People, Our Strength.

Behind every innovation is a team of passionate and cross-functional problem-solvers, powered by one mission – to help insurers reinvent continuously and deliver meaningful impact through technology. We bring a unique blend of domain insight, automation experience, & strategic execution to every engagement, enabling innovation that actually lands in the real world.

- Won **Best Insurance Technology Newcomer** at the 2025 [Risk.net Asia Pacific Insurance Technology Awards](#).
- Awarded the **SilverGlobee® Business Award** in the Enterprise AI-driven Automation Innovation, AI & Machine Learning category at the IIC Asia Vietnam Awards.
- Everest Group Names Neutrinos **Major Contender** in 2025 Low-code Application Development Platforms PEAK Matrix® Assessment – Focus on Intelligence and Decision Support and User Engagement.
- Ranked **Major Contender** in Everest Group's 2025 Process Orchestration PEAK Matrix® Assessment.
- Ranked **Major Contender** in Everest Group's 2025 Intelligent Process Automation Platform (IPAP) and Full Suite IPAP PEAK Matrix® Assessments.
- Awarded **Digital Takaful Transformation of the Year** at GAIP InsureTek Golden Shield Excellence Awards 2026.
- Ranked in the **top quadrant of Celent's "Unlocking Underwriting Success" report** for both North American and Global Markets.
- Rated as a **"Breakout Zone" Player** in Zinnov Zones' ratings for Intelligent Document Processing platforms.
- Won a **2025 Global Insurer Innovation Award** for the Insurtech: Best AI Initiative category.
- Recognized as a **Top Fintech Company** in the Insurtech Category in TechInAsia's 2026 Singapore's Top Fintech Companies Awards.
- Awarded **Innovation of the Year** at the Golden Shield Excellence Awards 2025.

# Accelerate Your Reinvention.

The full-stack, AI-native automation platform for innovative, future-ready insurers.

## About Neutrinos

Neutrinos is a leader in intelligent automation, empowering insurance enterprises to harness the full potential of AI agents to autonomously execute and optimize complex business processes. Purpose-built for insurers, the Neutrinos platform is uniquely designed to manage and orchestrate all agents, not just those built on Neutrinos. Its AI-native, full-stack architecture unifies complex systems, enables cross-platform orchestration, and powers the agentic and autonomous workflows of tomorrow. From underwriting and claims to distribution, Neutrinos brings deep insurance domain expertise, intelligent automation, and pre-built accelerators to help insurers modernize faster, boost operational agility, and deliver seamless customer experiences.

Learn more at [www.neutrinos.com](http://www.neutrinos.com) and follow Neutrinos on [LinkedIn](#).

