



Low-code & AI in insurance



Technology & Innovators Practice Group
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The pressure to deliver compelling software solutions continues to **accelerate.**

76%

of CIOs report increased demand for new digital products and services.

BUSINESS DEMAND

IT SUPPLY

1/3

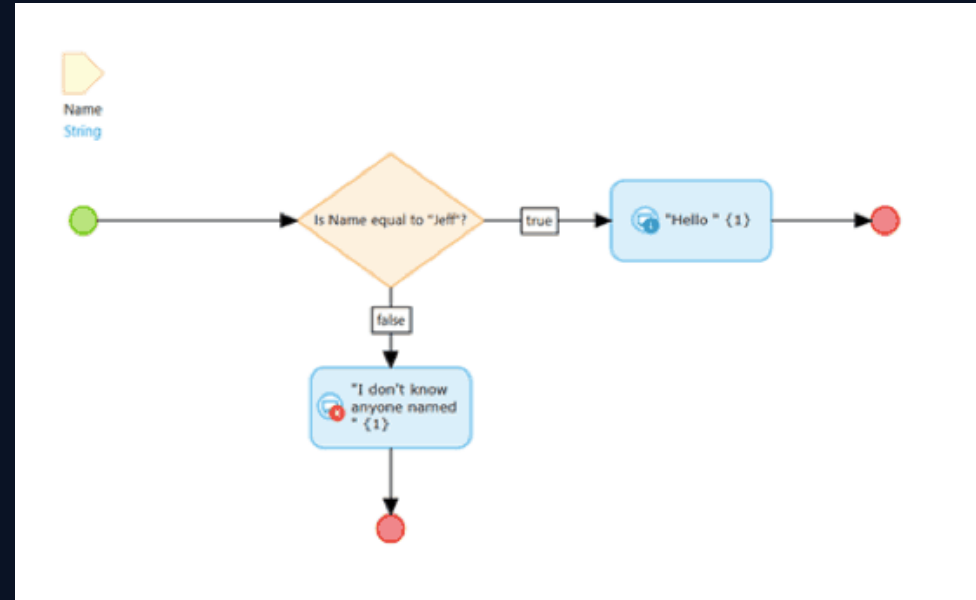
of software projects are delayed by more than 6 months

Traditional software delivery methods **aren't keeping up.**

**Our mission is to mobilize
organizations to make
better software, faster.** mx

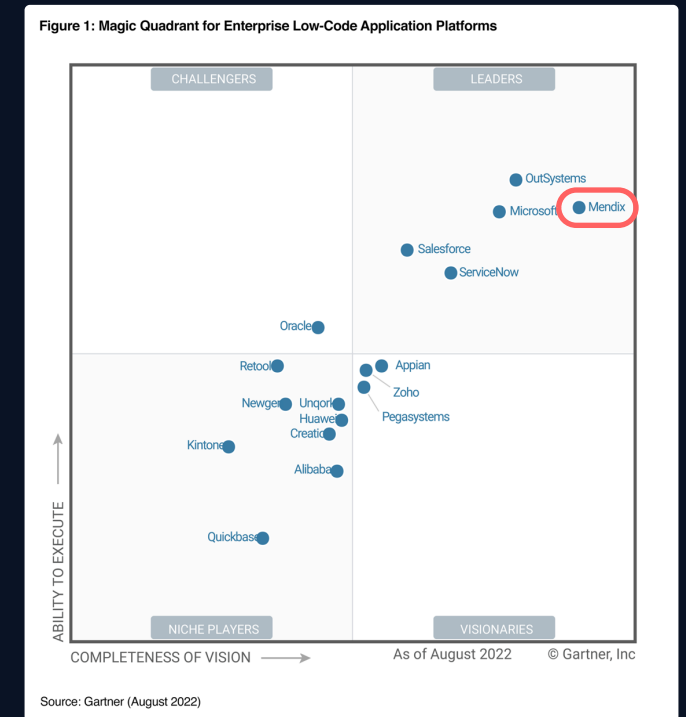
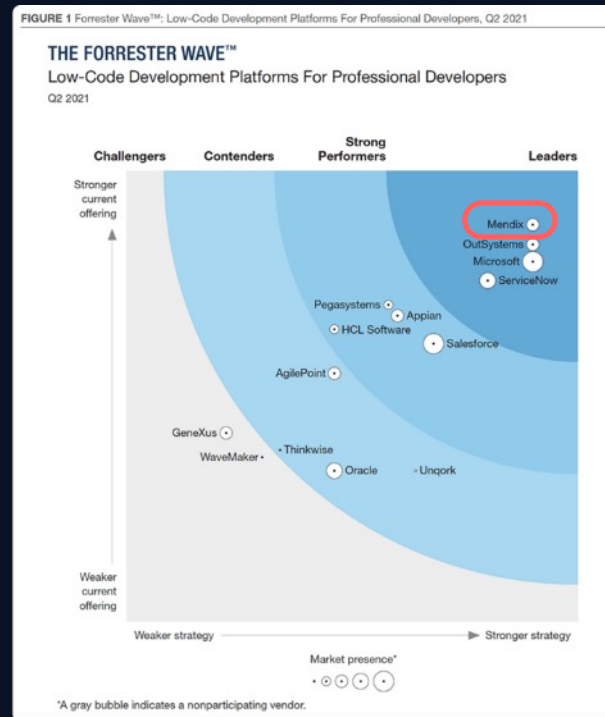
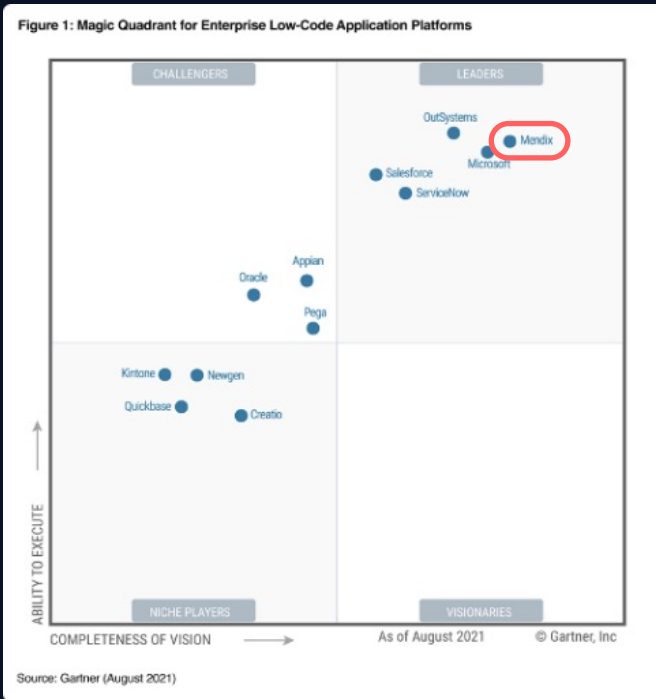
Low code abstracts traditional code into human-readable logic and design.

```
2 function hw(name)
3 {
4   var strText;
5   if(name == "Jeff")
6   {
7     strText = "Hello " + name;
8     return strText
9   }
10  else
11  {
12    return "I don't know anyone named " + name;
13  }
14 }
15
16 hw("Jack");
```



Reduced development time & costs, faster time to value.

Low-code market leader for vision and technology



Gartner®

Multiexperience
Development
Platforms

FORRESTER®

Low-Code Development
Platforms for
Professional Developers

Gartner®

Enterprise Low-Code
Application Platforms

The future of
business is
composable

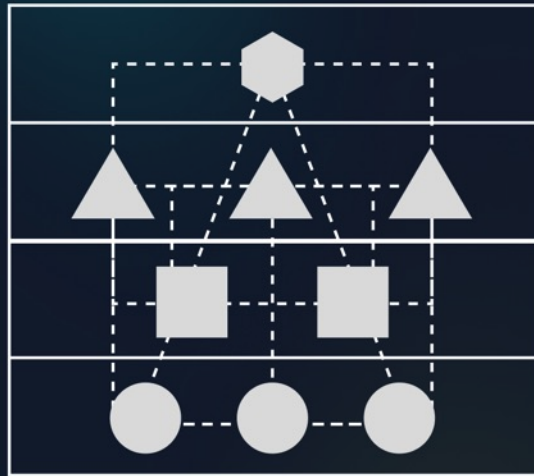
“A **composable enterprise** is
an organization that **delivers**
business outcomes and **adapts** to
the pace of business change.”

Gartner[®]

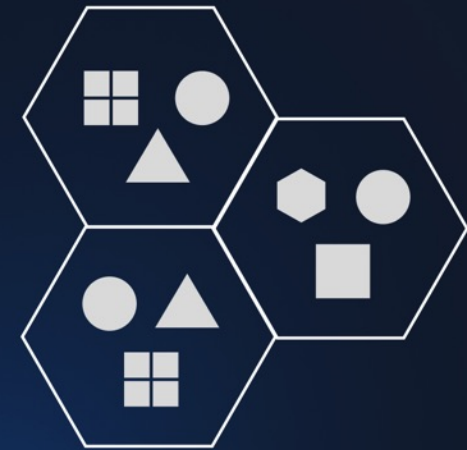
Architecture **must evolve** for future applications



Monolithic



Service-oriented



Composable

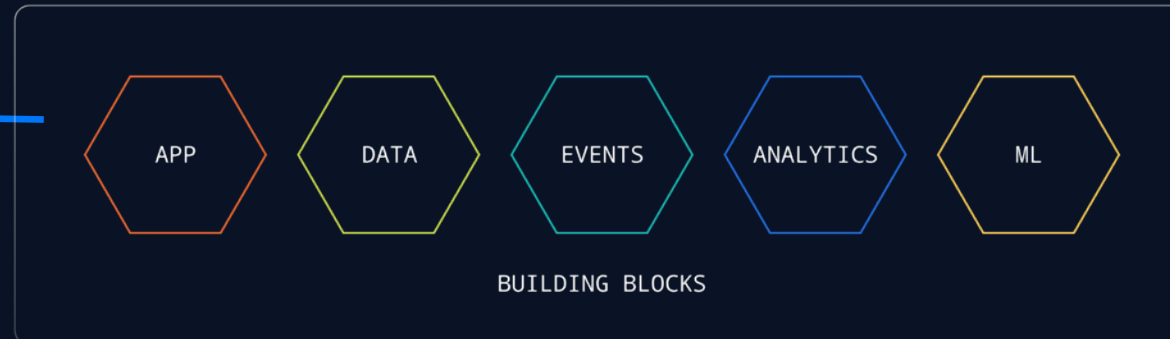
Powering the **Composable Enterprise**

TAILORED EXPERIENCES
TARGETED USERS
SPECIFIC OUTCOMES



COMPOSITION

BUILDING BLOCKS
DIFFERENT TYPES
CUSTOM & COTS



Building the Composable Enterprise **cannot** be done in silos by **just extending core systems**



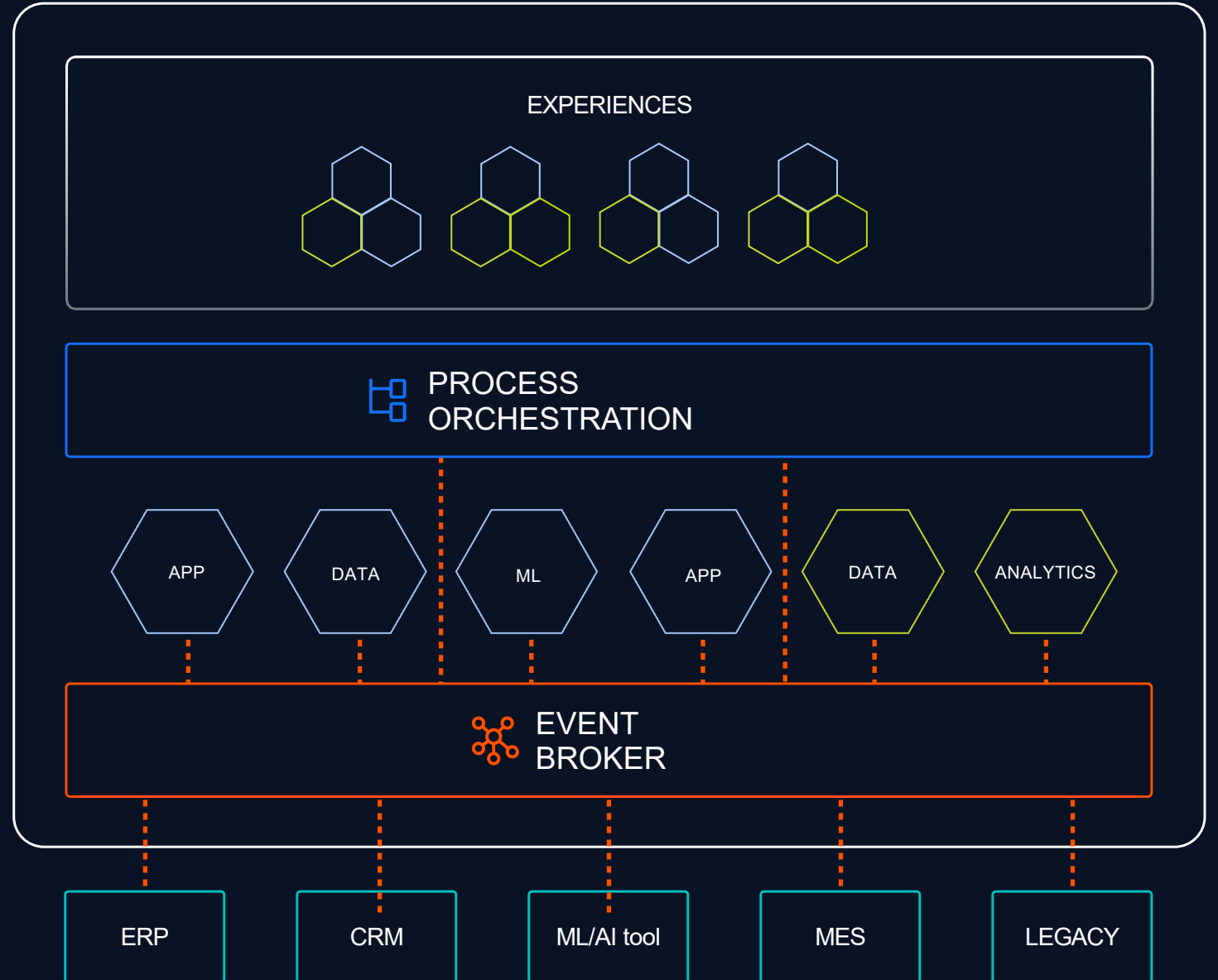
Composable Applications

Event-Driven Architecture

Full-stack Apps

+ Microservices

+ Events



Low-code & AI use cases in insurance

Digitalize customer experiences



SaaS applications



Client onboarding



Multi-experience apps



AI-based customer support



ZURICH

10 apps in 12 months. £ millions in savings. £7.6m in net new business

Automate business processes



Automated data validation & workflows



Claims processing & identifying fraudulent claims



Predictive analysis for risk management



Rapid delivery of externally facing APIs



Garanti BBVA

Centralised & automated 200 processes for 19,000 employees in 850 offices.

Modernise core systems



Case management



Exception processing



Preventive controls

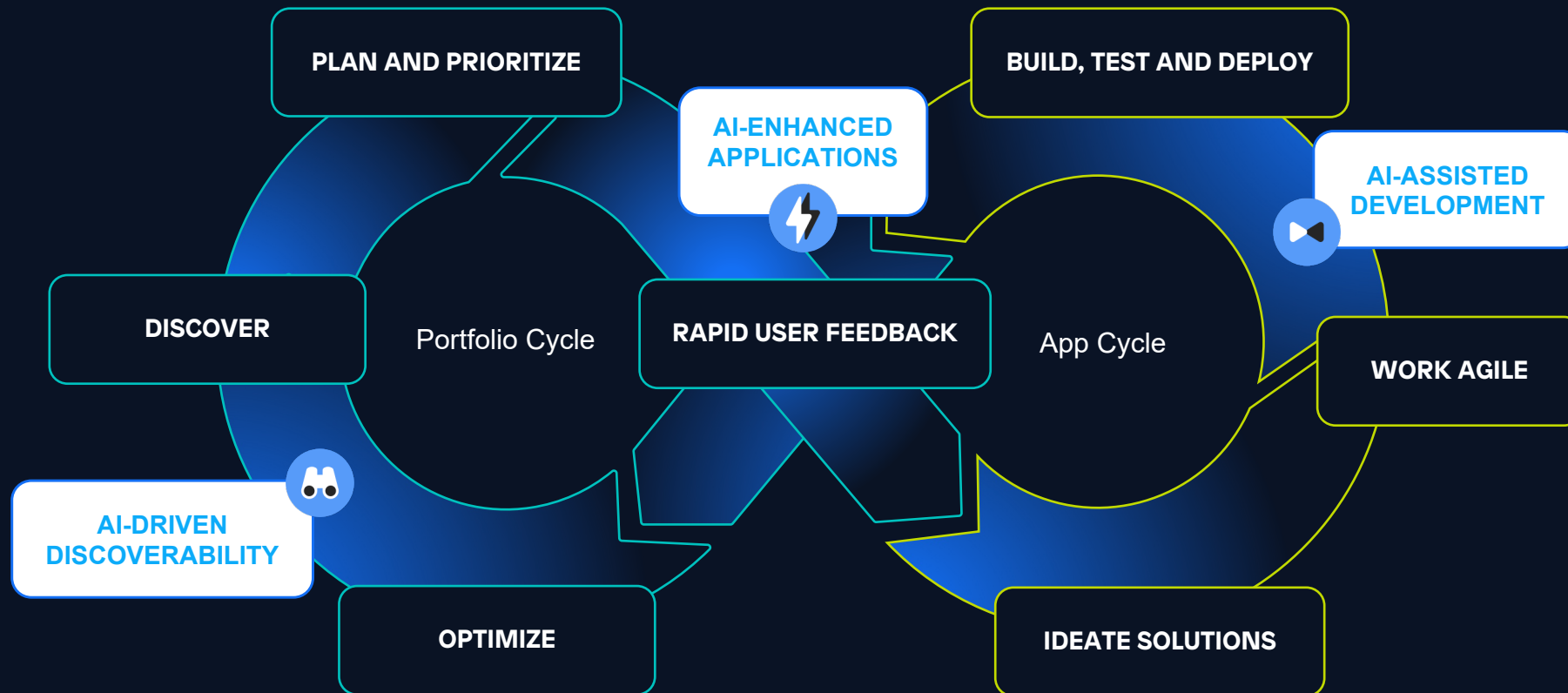


Legacy data migration

CHUBB®

New digital experience for core legacy systems. 12 products in 6 months.

With a powerful set of **embedded AI-Capabilities** to deliver **better software, faster**



AI Enhanced Applications

AI Infused Apps – Smart Apps

An application that has AI embedded in it to create a better user experience, automate processes & workflows and deliver personalized services

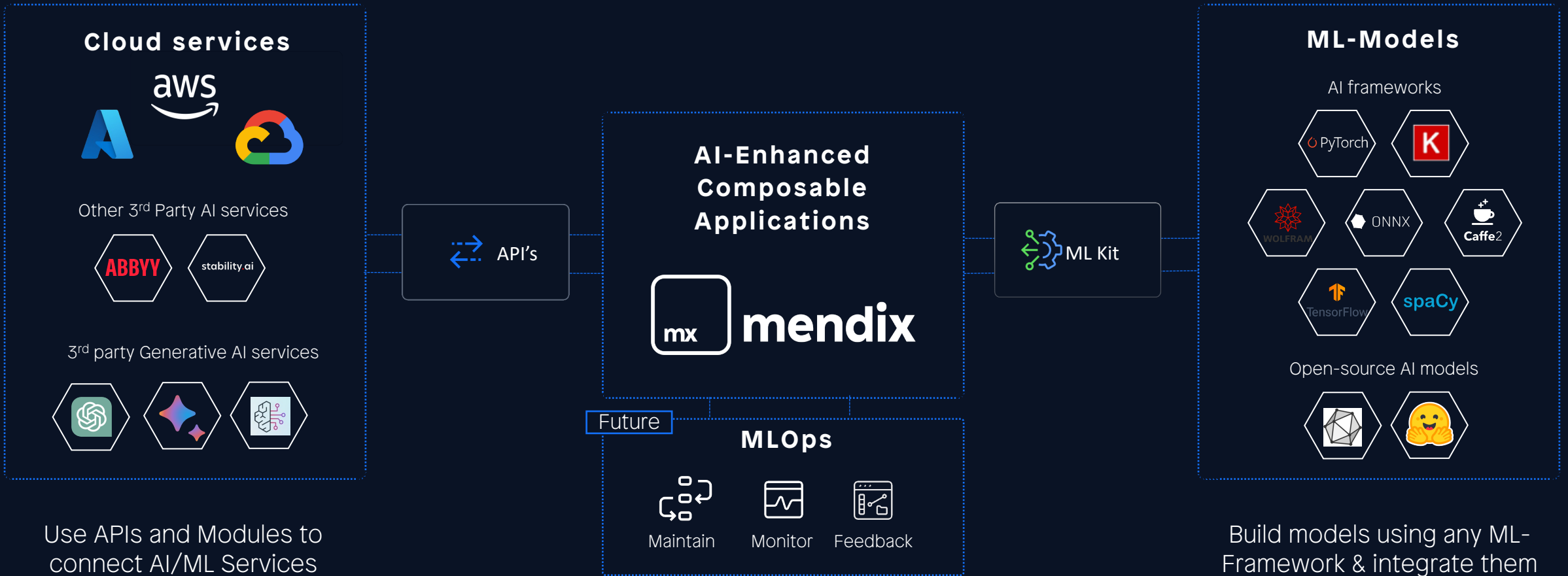
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In 2021, **56%** of surveyed companies have **adopted AI** in at least one business function

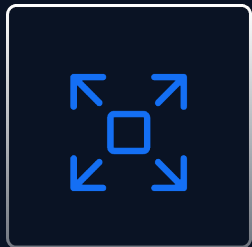
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Companies report AI led to **increase in revenues** by **10%** and **decrease in costs** by **20%**

Build AI-infused apps



Build Intelligent Apps with Connectors



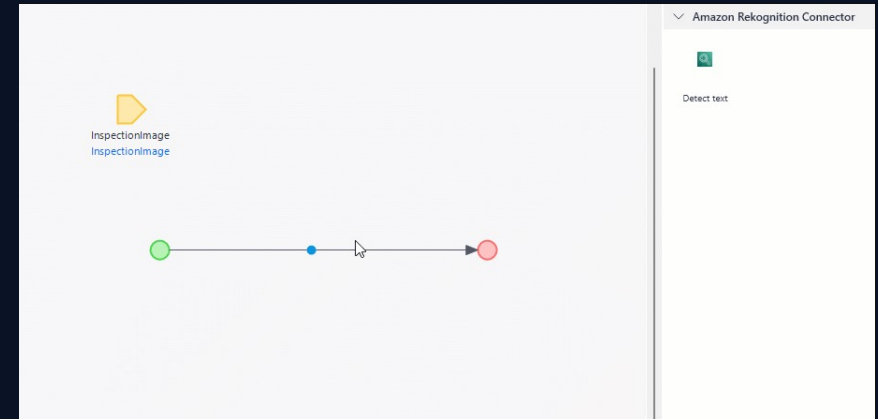
Easily use cloud services to build a composable enterprise

Build apps fast on top of cloud services without the hassle of writing custom code



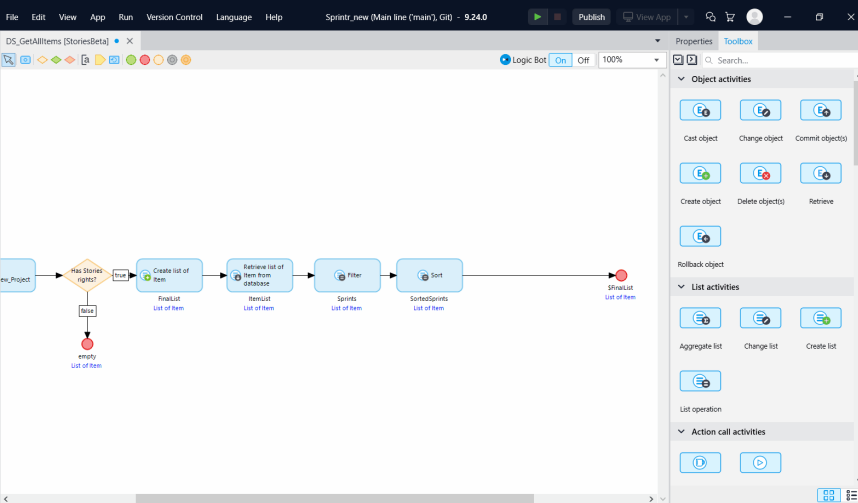
Power innovation with services on AI, ML etc.

Integrate with powerful AI, ML services the low-code way, kick-starting innovation and developing smart applications



AI Assisted Development

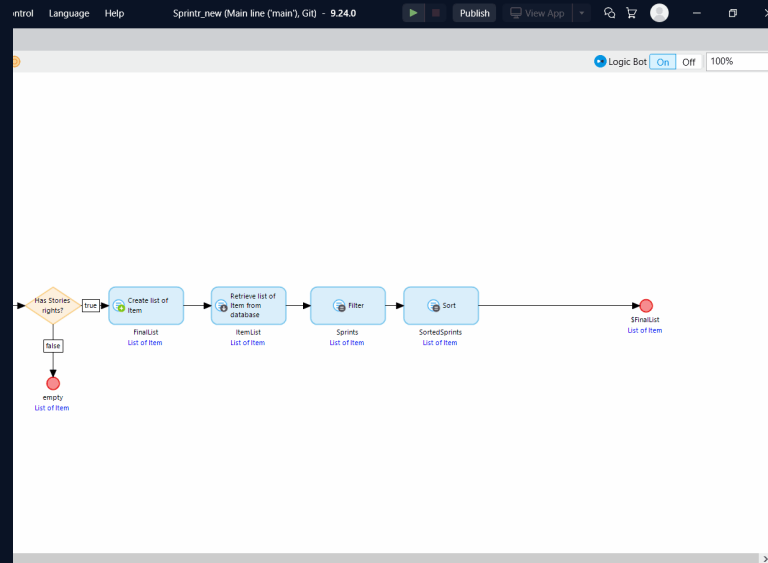
Low Code Evolution



1st Generation

Heuristic based low code

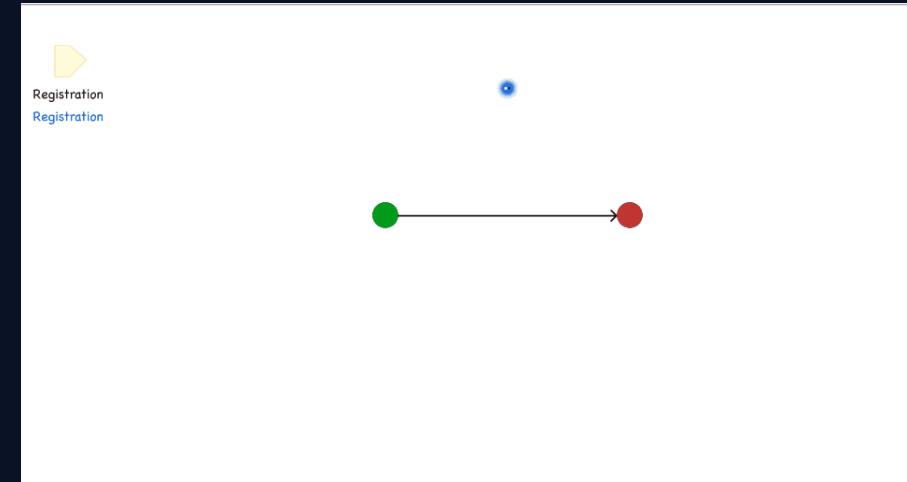
Identify patterns and turn them into standard and pre-built components and building blocks. Allow the users to visually drag & drop and build an app



2nd Generation

AI recommender based low code

Build an AI layer on top of the rule-based low code that recommends (predicts) context-driven next best step (e.g., components) and partially auto config them based on the context



3rd Generation

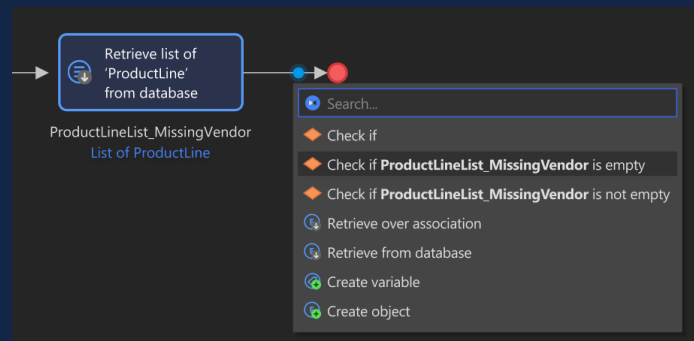
Generative AI based low code

Build an AI layer that generates low code (e.g. components or apps) using requirements in business language. The AI layer translates the functional requirements to code (JavaScript), then translated to low code (Mendix Microflow)

Current AI assisted development capabilities

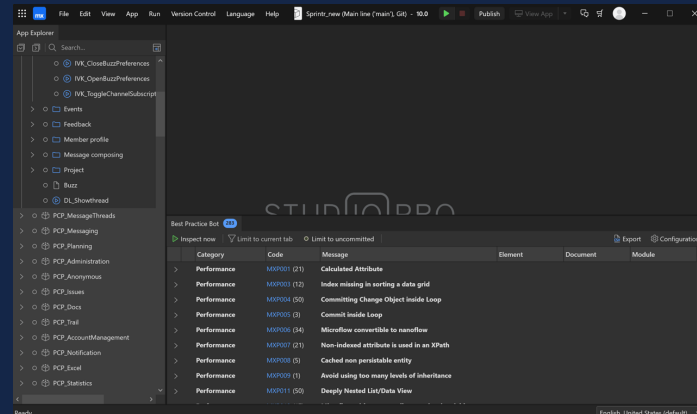
Logic bot

Gives real-time next best action recommendations with parameters in building business logic



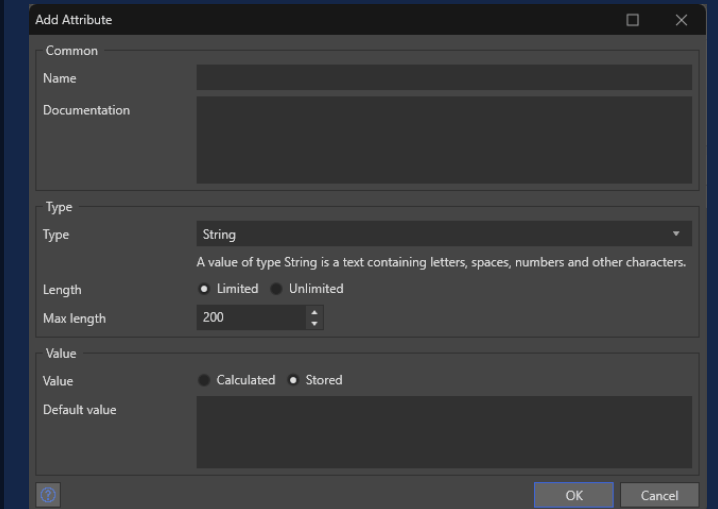
Best practices bot

Detects anti-patterns and guide how to resolve issues with security & performance



Smart domain models

Speeds up creating entities by automatically configuring data type based on name



MendixChat for Automation & App Generation

The screenshot displays the MendixChat interface with a domain model diagram on the left and a chat conversation on the right.

Domain Model Diagram:

- Entities:**
 - Course:** Title (String), Duration (Integer), Price (Decimal), Description (String).
 - Location:** Name (String), Address (String).
 - Teacher:** Name (String), EmailAddress (String).
 - Trainee:** Name (String), EmailAddress (String), Address (String).
 - TrainingEvent:** StartDate (Date and time), EndDate (Date and time), TotalNumberOfRegistratio..., Capacity (Integer).
 - Registration:** Number (AutoNumber), Date (Date and time), Attended (Boolean).
- Associations:**
 - TrainingEvent_Course:** 1 to *.
 - TrainingEvent_Location:** 1 to *.
 - TrainingEvent_Teacher:** 1 to *.
 - Registration_Trainee:** 1 to *.
 - Registration_TrainingEvent:** 1 to *.

Chat Conversation:

mx: What can I help you with?

User: Can you help me with setting up the domain model for the module named Main?

mx: Sure! What information will you be using in the app?

User: The app allows you to manage courses, locations and teachers linked to a trainee person via a previously registered trainee person. There should be a way to register if Trainee attended to an event and to count how many students per event are registered.

mx: Great! I've set up your domain model for the main module with the following entities:

- Domain model
- Course
- Location
- Teacher
- Registration
- Trainee
- TrainingEvent

User: Could you please add an attribute named as 'Capacity' to the training event entity?

mx: Sure! I've created an attribute called Capacity (Integer) and added it to the TrainingEvent entity.

Need answers? I'm here to help, ask me anything!

Send

Low-code & AI Benefits



EXPERIMENT RAPIDLY

Adjust based on your learnings and get things to market quickly



CUSTOMISE

Leverage AI that fits your needs and processes and gives you a competitive advantage



CONTROL COSTS

Take advantage of consumption-based models, Open-Source frameworks, or your own IP



DATA

Granular control over your data and what leaves your infrastructure

Thank you

mx

mx