

Claims Automation Implementation Playbook

Step-by-Step Deployment Guide

For Implementation Teams:

Project Managers • IT Integration Teams
Claims Operations Leaders • Change Managers
Risk & Compliance Teams

BackPro AI
December 2025

www.backpro.ai

Contents

1	Introduction	2
1.1	Purpose of This Playbook	2
1.2	Implementation Timeline Overview	2
2	Phase 1: Pre-Implementation Planning	3
2.1	Executive Sponsorship	3
2.2	Cross-Functional Implementation Team	3
2.3	Success Criteria Definition	4
3	Phase 2: System Integration	5
3.1	Infrastructure Deployment	5
3.1.1	Deployment Options	5
3.1.2	Infrastructure Requirements	6
3.2	Claims System Integration	6
3.2.1	Guidewire ClaimCenter Integration	6
3.2.2	Duck Creek Claims Integration	7
3.2.3	Custom Claims System Integration	8
3.3	Document Management Integration	8
4	Phase 3: Claim Type Prioritization	9
4.1	Prioritization Framework	9
4.2	Recommended Phasing	9
5	Phase 4: Testing & Validation	10
5.1	Parallel Run Testing	10
5.2	Edge Case Testing	11
5.3	User Acceptance Testing (UAT)	11
6	Phase 5: Pilot Program	12
6.1	Pilot Team Selection	12
6.2	Pilot Monitoring	12
7	Phase 6: Production Rollout	13
7.1	Gradual Expansion Strategy	13
7.2	Rollout Communication Plan	14
8	Phase 7: Post-Implementation Optimization	14
8.1	AI Model Refinement	14
8.2	Capability Expansion	15
9	Troubleshooting Common Issues	15
9.1	Technical Issues	15
9.2	Operational Issues	16
10	Success Metrics & KPIs	17
10.1	Operational Efficiency Metrics	17
10.2	Quality Metrics	17
10.3	Change Management Metrics	18
11	Conclusion	18

1 Introduction

1.1 Purpose of This Playbook

This implementation playbook provides step-by-step guidance for deploying AI-powered claims automation across your insurance operations.

Who Should Use This Playbook:

- Project managers leading AI implementation
- IT teams integrating AI with claims systems
- Claims operations managers rolling out to assessors
- Change management teams supporting adoption
- Risk and compliance teams monitoring governance

What This Playbook Covers:

- Pre-implementation planning and stakeholder alignment
- Technical integration with Guidewire, Duck Creek, custom claims systems
- Claim type prioritization and phasing strategy
- Testing and validation methodology
- Assessor training program and change management
- Go-live approach and production rollout
- Post-implementation optimization
- Troubleshooting common issues
- Success metrics and KPIs

1.2 Implementation Timeline Overview

Phase	Duration	Key Activities
Planning	2-3 weeks	Stakeholder alignment, team formation, success criteria definition
Technical Setup	2-3 weeks	Infrastructure deployment, API integration, testing environment
Validation	2-3 weeks	Parallel run testing, accuracy validation, edge case testing
Pilot Program	4-6 weeks	Pilot team deployment, monitoring, CRO approval
Production Rollout	4-6 weeks	Gradual expansion across claim types and assessor teams
Optimization	Ongoing	Continuous improvement, model refinement, capability expansion

Total Timeline: 14-21 weeks from project kickoff to full production deployment.

2 Phase 1: Pre-Implementation Planning

2.1 Executive Sponsorship

Required Executive Sponsors:

- **Chief Operating Officer or Claims Executive:** Business owner accountable for ROI and operational outcomes
- **Chief Risk Officer:** Governance oversight and APRA compliance accountability
- **Chief Information Officer:** Technical infrastructure and integration accountability

Sponsor Responsibilities:

- Secure Board Risk Committee approval for AI deployment
- Allocate budget and resources (IT, Claims Operations, Change Management)
- Remove organizational blockers and resolve cross-functional conflicts
- Communicate strategic importance to organization
- Review progress at implementation steering committee meetings

2.2 Cross-Functional Implementation Team

Core Team Members:

1. Project Manager (1 FTE)

- Overall project coordination and timeline management
- Stakeholder communication and reporting
- Risk management and issue escalation

2. Claims Operations Lead (0.5 FTE)

- Define operational requirements and success criteria
- Select pilot team and claim types
- Design assessor training program
- Lead change management activities

3. IT Integration Architect (1 FTE)

- Design integration architecture with claims system
- Configure APIs and data flows
- Manage infrastructure deployment
- Coordinate security and penetration testing

4. Risk & Compliance Representative (0.25 FTE)

- CPS 234 and CPS 230 compliance validation
- AI governance framework implementation
- Board Risk Committee reporting preparation
- Audit trail and monitoring requirements

5. Change Management Lead (0.5 FTE)

- Assessor communication and engagement
- Training program delivery
- Adoption monitoring and support
- Feedback collection and response

6. Claims Subject Matter Experts (2-3 senior assessors, 0.25 FTE each)

- Validation testing and accuracy review
- Escalation threshold definition
- Training content development
- Pilot team coaching

2.3 Success Criteria Definition

Quantitative Success Metrics:

Pilot Program Success Criteria

AI Performance:

- Assessment accuracy >95% (measured against senior assessor decisions)
- Escalation rate 10-20% (higher initially, decreases as thresholds optimized)
- Confidence score calibration: Low confidence cases escalate appropriately

Operational Efficiency:

- 50-60% reduction in average claims processing time
- 2-3x increase in claims processed per assessor per day
- Maintain or improve quality scores (customer complaints, regulatory compliance)

Customer Experience:

- Maintain Net Promoter Score (no decline from baseline)
- Time to first contact after claim lodgement <4 hours
- Customer complaints per 1000 claims stable or improving

Assessor Experience:

- Assessor confidence in AI recommendations (target >75% agreement rate)
- Training completion rate 100%
- Assessor satisfaction survey score >7/10

Go/No-Go Decision Criteria:

Pilot must achieve:

AI accuracy >90% (minimum threshold)

No increase in customer complaints

Processing time reduction >40%

CRO approval of compliance and governance

Assessor feedback predominantly positive

3 Phase 2: System Integration

3.1 Infrastructure Deployment

3.1.1 Deployment Options

Choose infrastructure deployment model based on your environment:

Option 1: Azure Australia

- Deploy in Azure Australia East or Southeast region
- Use Azure Kubernetes Service (AKS) for container orchestration
- Azure SQL Database for audit trail storage
- Azure Blob Storage for claims document cache
- Azure Application Gateway for API load balancing

Option 2: AWS Sydney

- Deploy in AWS ap-southeast-2 region (Sydney)
- Use Amazon EKS for Kubernetes orchestration
- Amazon RDS PostgreSQL for audit trail database
- Amazon S3 for document storage
- Application Load Balancer for API traffic

Option 3: Google Cloud Australia

- Deploy in australia-southeast1 region (Sydney)
- Use Google Kubernetes Engine (GKE)
- Cloud SQL PostgreSQL for database
- Cloud Storage for documents
- Cloud Load Balancing for APIs

Option 4: On-Premise Data Center

- Deploy on your Kubernetes cluster or VMware infrastructure
- Use existing PostgreSQL or SQL Server database
- Integrate with existing storage infrastructure
- Configure networking and firewalls for API access

3.1.2 Infrastructure Requirements

Compute Resources:

- **Development/Test:** 3 nodes, 8 vCPU, 32GB RAM each
- **Production:** 5-10 nodes (depending on claims volume), 16 vCPU, 64GB RAM each
- **High Availability:** Multi-zone deployment for production
- **Auto-scaling:** Configure based on API request volume (peak storm periods)

Storage Requirements:

- **Database:** 500GB initial (audit trails, configuration), grows 100GB/year
- **Document Cache:** 2TB initial (temporary claims document processing)
- **Backup:** 7-day retention for disaster recovery

Network Requirements:

- **API Endpoints:** HTTPS (TLS 1.3) with certificate management
- **Firewall Rules:** Allow traffic from claims system servers only
- **Latency:** <200ms API response time (95th percentile)
- **Throughput:** 100 concurrent API requests minimum

3.2 Claims System Integration

3.2.1 Guidewire ClaimCenter Integration

Integration Architecture:

1. **Custom Workflow Step:** Add AI assessment workflow step in Guidewire activity workflow
2. **REST API Call:** Guidewire workflow calls BackPro AI REST API with claim ID and context
3. **Data Payload:** Send claim form data, policy document reference, document IDs (photos, quotes, reports)
4. **Document Access:** BackPro AI retrieves documents from Guidewire document management via API
5. **AI Processing:** BackPro AI assesses claim and returns recommendation with confidence score
6. **Guidewire Response:** Workflow displays AI recommendation in assessor work screen
7. **Assessor Action:** Assessor approves, modifies, or escalates based on AI recommendation
8. **Audit Trail:** BackPro AI logs full assessment details; Guidewire logs assessor decision

Guidewire Configuration Steps:

- Create custom plugin for BackPro AI API integration (Java/Gosu)
- Configure API endpoint URL and authentication credentials

- Add workflow activity: “AI Assessment”
- Create custom screen for displaying AI recommendation
- Configure escalation routing for high-complexity claims
- Add audit logging for AI assessments

Testing Approach:

- Unit test API plugin with sample claim data
- Integration test with Guidewire test environment
- End-to-end test: Create test claim → AI assessment → assessor review
- Performance test: 100 concurrent claims assessments

3.2.2 Duck Creek Claims Integration

Integration Pattern:

Duck Creek provides flexible integration options:

Option 1: Workflow Extension (Preferred)

- Configure Duck Creek claim workflow with external service call step
- Use Duck Creek REST API integration capability
- Map Duck Creek claim data model to BackPro AI API format
- Display AI recommendation in custom assessor screen

Option 2: Event-Based Integration

- Duck Creek publishes claim created/updated events to message queue (Azure Service Bus, AWS SQS)
- BackPro AI subscribes to events, processes asynchronously
- Results written back to Duck Creek via API
- Assessor sees AI recommendation when opening claim

Data Mapping:

Duck Creek Field	BackPro AI Parameter
ClaimID	claimId
PolicyNumber	policyNumber
ClaimType	claimType
LossDate	lossDate
ClaimDescription	claimDescription
DocumentIDs[]	documentReferences[]
EstimatedValue	estimatedClaimValue

3.2.3 Custom Claims System Integration

For insurers with custom-built claims systems:

Integration Approach:

1. **API Design:** Design REST API contract between your system and BackPro AI
2. **Authentication:** Implement OAuth 2.0 or API key authentication
3. **Request Payload:** Include claim metadata, policy details, document references
4. **Document Access:** Provide document retrieval API for BackPro AI to access claims documents
5. **Response Handling:** Display AI recommendation in assessor UI
6. **Error Handling:** Implement fallback for API timeouts or errors

Sample API Request:

```
POST /api/v1/claims/assess
Content-Type: application/json
Authorization: Bearer <token>
```

```
{
  "claimId": "CLM-2025-123456",
  "policyNumber": "POL-789012",
  "claimType": "motor_vehicle",
  "lossDate": "2025-01-15",
  "claimDescription": "Rear-end collision...",
  "documents": [
    {"id": "DOC-001", "type": "claim_form"},
    {"id": "DOC-002", "type": "photos"},
    {"id": "DOC-003", "type": "repairer_quote"}
  ],
  "estimatedValue": 8500
}
```

Sample API Response:

```
{
  "assessmentId": "ASM-2025-456789",
  "recommendation": "approve",
  "settlementAmount": 8245.00,
  "confidence": 0.92,
  "reasoning": "Claim covered under comprehensive...",
  "policyClausesApplied": ["Section 1.2.1", "Section 3.4"],
  "escalationRequired": false,
  "processingTimeMs": 3421
}
```

3.3 Document Management Integration

Integration Pattern:

BackPro AI needs access to claims documents for assessment:

1. **API-Based Access:** Claims system provides document retrieval API
2. **Authentication:** Service account with read-only access to claims documents
3. **Document Types:** Claim forms, photos, quotes, medical reports, police reports
4. **Temporary Processing:** Documents cached temporarily during AI processing, then deleted
5. **No Permanent Storage:** BackPro AI does not permanently store customer documents

Supported Document Formats:

- PDF (claim forms, medical reports, quotes)
- Images: JPEG, PNG (photos of damage)
- Microsoft Office: Word (assessor notes), Excel (quotes)
- Email: MSG, EML (customer correspondence)

4 Phase 3: Claim Type Prioritization

4.1 Prioritization Framework

Select claim types for AI automation based on:

Criterion	Considerations
Volume	High-volume claim types deliver maximum ROI
Complexity	Start with straightforward claims, expand to complex later
Assessor Time	Claim types consuming most assessor hours (high automation value)
Policy Clarity	Clear policy terms enable higher AI accuracy
Customer Impact	Fast-track high customer satisfaction impact claim types
Regulatory Risk	Lower-risk claim types appropriate for initial deployment

4.2 Recommended Phasing

Phase 1: Motor Vehicle Claims (Weeks 1-6)

Why start here:

- Highest volume claim type (typically 40-50% of total claims)
- Relatively straightforward assessment (damage, quotes, policy coverage)
- Clear policy terms and industry benchmarks for quote validation
- High customer expectation for rapid settlement

Success Criteria:

- 75% automation rate (25% escalate to human assessors)
- 95%+ assessment accuracy
- 60% reduction in processing time

Phase 2: Home & Contents Claims (Weeks 7-10)

Why second:

- Second-highest volume claim type
- Similar assessment pattern to motor vehicle (damage, quotes, coverage)
- Builds on motor vehicle pilot learnings

Success Criteria:

- 70% automation rate
- 93%+ assessment accuracy
- Maintain customer satisfaction scores

Phase 3: Income Protection & Life Insurance Claims (Weeks 11-16)

Why third:

- More complex medical assessment requirements
- Lower volume but high assessor time per claim
- Requires confidence from motor vehicle and home & contents success

Success Criteria:

- 50-65% automation rate (higher complexity requires more human oversight)
- 90%+ assessment accuracy
- Focus on assessor time savings rather than full automation

5 Phase 4: Testing & Validation

5.1 Parallel Run Testing

Objective: Validate AI assessment accuracy against actual assessor decisions before pilot deployment.

Approach:

1. Select 200-300 historical closed claims (motor vehicle for initial pilot)
2. Ensure representative sample: various claim values, complexities, outcomes
3. Run AI assessment on historical claims
4. Compare AI recommendations to actual assessor decisions
5. Measure accuracy, escalation rate, processing time
6. Analyze disagreements to refine escalation thresholds

Analysis Metrics:

- **Assessment Accuracy:** Percentage of AI recommendations matching assessor decisions
- **False Positive Rate:** AI recommends approval but assessor declined
- **False Negative Rate:** AI escalates but assessor would have approved
- **Escalation Rate:** Percentage of claims AI escalates for human review

- **Settlement Amount Accuracy:** Difference between AI and assessor settlement amounts

Refinement Process:

If accuracy <90%, refine AI:

- Analyze disagreement cases for patterns
- Adjust escalation thresholds (claim value, confidence score, policy ambiguity)
- Update policy interpretation rules
- Re-run validation on additional historical claims

5.2 Edge Case Testing

Test Unusual Claim Scenarios:

- **High-Value Claims:** Ensure proper escalation above thresholds
- **Ambiguous Policy Clauses:** Test AI handling of unclear policy terms
- **Incomplete Documentation:** Missing photos, quotes, or reports
- **Conflicting Evidence:** Customer statement contradicts damage photos
- **Unusual Claim Types:** Rare claim scenarios not seen frequently
- **Fraud Indicators:** Test AI detection of suspicious claims

Expected Outcome:

Edge cases should trigger escalation (AI should be conservative when uncertain):

- High-value claims escalate appropriately
- Ambiguous cases flag for human judgment
- Incomplete documentation results in escalation
- AI provides clear reasoning for escalation decision

5.3 User Acceptance Testing (UAT)

Pilot Team UAT (2 weeks):

1. Select 5-10 experienced claims assessors for pilot team
2. Provide training on AI workflow and escalation procedures
3. Assign 50-100 test claims (closed claims reprocessed in test environment)
4. Assessors review AI recommendations and provide feedback
5. Collect feedback on:
 - AI recommendation quality and reasoning clarity
 - Workflow integration and user experience
 - Escalation threshold appropriateness
 - Training adequacy and documentation gaps
6. Incorporate feedback before live pilot deployment

6 Phase 5: Pilot Program

6.1 Pilot Team Selection

Ideal Pilot Team Profile:

- 5-10 claims assessors (representative sample of skill levels)
- Include mix of senior and mid-level assessors
- Select assessors open to technology change (early adopters)
- Ensure assessors willing to provide candid feedback
- Identify 1-2 champions to support peers during rollout

Pilot Team Responsibilities:

- Process motor vehicle claims using AI recommendations
- Document cases where AI recommendation overridden (with rationale)
- Provide weekly feedback on AI performance and workflow
- Participate in retrospective reviews
- Support training development for full team rollout

6.2 Pilot Monitoring

Daily Monitoring Metrics:

- Number of claims assessed by AI
- Escalation rate (percentage requiring human assessor review)
- Override rate (assessor disagrees with AI recommendation)
- Average processing time per claim
- System availability and performance

Weekly Retrospective Reviews:

- Review week's performance metrics
- Discuss interesting cases (AI correct/incorrect assessments)
- Gather assessor feedback on AI recommendation quality
- Identify workflow improvements and training gaps
- Adjust escalation thresholds if needed

Go/No-Go Decision (Week 6):

Present pilot results to Executive Risk Committee and Board Risk Committee:

- AI accuracy results (target: >95%)
- Operational efficiency gains (target: 50-60% faster processing)

- Customer experience impact (complaints, satisfaction scores)
- Assessor feedback and adoption readiness
- CRO compliance and governance approval

If criteria met: Approve production rollout. If not: Extend pilot, address gaps, re-evaluate.

7 Phase 6: Production Rollout

7.1 Gradual Expansion Strategy

Week 1: Pilot Team + 10 Additional Assessors (Motor Vehicle Only)

- Expand to 15-20 assessors total
- Maintain focus on motor vehicle claims
- Intensive monitoring and support
- Daily check-ins with new assessors

Week 2-3: All Motor Vehicle Claims Assessors

- Rollout to full motor vehicle claims team (30-50 assessors typically)
- Reduce monitoring frequency to weekly
- Champions from pilot team support peers
- Continue collecting feedback and addressing issues

Week 4-5: Add Home & Contents Claims

- Expand AI capability to home & contents claim type
- Parallel testing on 100+ historical home & contents claims first
- Rollout to home & contents assessors (20-30 assessors)
- Adjust escalation thresholds based on claim type differences

Week 6-8: Add Income Protection & Life Insurance

- Expand to life insurance assessors
- Expect higher escalation rate due to medical complexity
- Focus on assessor time savings rather than full automation
- Continuous improvement based on assessor override patterns

7.2 Rollout Communication Plan

Pre-Rollout Communication (2 weeks before):

- All-team meeting: Executive sponsor presents AI strategy and benefits
- FAQ document addressing common concerns (job security, AI accuracy, workflow changes)
- Video testimonials from pilot team members sharing positive experiences
- One-on-one meetings with assessors expressing concerns

During Rollout:

- Weekly progress updates to full claims team
- Success stories: Share examples of AI improving efficiency or catching errors
- Office hours: Regular Q&A sessions with implementation team
- Champions available for peer support

Post-Rollout:

- Celebrate milestones (1000th AI-assessed claim, processing time achievements)
- Quarterly reports on ROI and customer satisfaction improvements
- Continuous feedback collection and incorporation

8 Phase 7: Post-Implementation Optimization

8.1 AI Model Refinement

Monthly Optimization Cycle:

1. **Analyze Override Patterns:** Review claims where assessors overrode AI recommendations
2. **Identify Improvement Opportunities:** Common policy interpretation issues or missing context
3. **Update Policy Rules:** Refine AI policy interpretation based on assessor corrections
4. **Adjust Escalation Thresholds:** Lower escalation rate without compromising accuracy
5. **Test Changes:** Validate model updates against historical claims
6. **Deploy Updates:** Roll out improved model to production
7. **Monitor Impact:** Track accuracy and escalation rate changes

Continuous Learning from Assessor Feedback:

- Capture assessor override rationales in structured format
- Use overrides to identify edge cases and policy interpretation gaps
- Incorporate assessor expertise into AI model improvements
- Feedback loop: Assessors see their input improving AI over time

8.2 Capability Expansion

Expand to Additional Claim Types:

Once motor vehicle, home & contents, and life insurance stabilized:

- Commercial property claims
- Professional indemnity claims
- Cyber insurance claims
- Marine and aviation claims

Expand AI Capabilities:

- **Fraud Detection:** Identify suspicious claims for investigation team review
- **Subrogation Opportunities:** Flag claims with potential recovery from third parties
- **Claims Triage:** Automatically route claims to appropriate assessor based on complexity
- **Customer Communication:** Generate customer correspondence explaining claim decisions

9 Troubleshooting Common Issues

9.1 Technical Issues

Issue: API Timeouts or Slow Response Times

Symptoms:

- Claims assessors experience delays loading AI recommendations
- API response time >5 seconds

Diagnosis:

- Check infrastructure resource utilization (CPU, memory)
- Review API request logs for bottlenecks
- Examine document retrieval performance

Resolution:

- Scale infrastructure (add nodes or increase node resources)
- Optimize document caching strategy
- Implement API request queuing for peak loads
- Add monitoring alerts for response time degradation

Issue: Document Access Failures

Symptoms:

- AI unable to retrieve claims documents
- Error: “Document not found” or “Access denied”

Diagnosis:

- Verify service account permissions for document management system
- Check network connectivity between AI infrastructure and document storage
- Review document API authentication tokens (expiration, rotation)

Resolution:

- Grant appropriate read permissions to AI service account
- Configure firewall rules allowing API traffic
- Implement robust token refresh mechanism
- Add retry logic for transient network failures

9.2 Operational Issues

Issue: High Escalation Rate (>30%)

Causes:

- Escalation thresholds too conservative
- Claim type complexity higher than anticipated
- Policy interpretation rules incomplete

Resolution:

- Analyze escalation patterns by claim characteristic (value, type, complexity)
- Review sample of escalated claims with assessors—identify unnecessary escalations
- Adjust escalation thresholds (increase claim value threshold, lower confidence score threshold)
- Update policy interpretation rules for common ambiguous clauses
- Re-test on historical claims before deploying threshold changes

Issue: Assessor Resistance or Low Adoption

Symptoms:

- Assessors bypassing AI recommendations
- High override rate without documented rationale
- Negative feedback or complaints

Causes:

- Lack of trust in AI accuracy
- Workflow disruption or poor user experience
- Inadequate training or change management
- Concerns about job security

Resolution:

- One-on-one meetings with resistant assessors to understand concerns

- Share pilot team success stories and testimonials
- Demonstrate AI accuracy metrics and customer satisfaction improvements
- Emphasize role evolution (focus on complex claims, reduce routine work)
- Address workflow pain points through UX improvements
- Recognize and reward assessors effectively using AI

10 Success Metrics & KPIs

10.1 Operational Efficiency Metrics

Processing Time:

- Average time from claim lodgement to settlement (target: 60% reduction)
- Time to first contact after claim lodgement (target: <4 hours)
- Assessor time per claim (target: 50-60% reduction for automated claims)

Productivity:

- Claims processed per assessor per day (target: 2-3x increase)
- Automation rate by claim type (motor vehicle target: 75%, home & contents: 70%)
- Peak capacity: Claims processed during storm events (target: 3x baseline capacity)

Cost Metrics:

- Cost per claim (target: 40% reduction)
- Avoided surge hiring costs during peak periods
- FTE equivalent capacity increase from automation

10.2 Quality Metrics

AI Accuracy:

- AI assessment accuracy vs senior assessor decisions (target: >95%)
- Override rate (assessor disagrees with AI) (stable at 5-10% acceptable)
- Escalation rate appropriateness (no false negatives—complex claims properly escalated)

Customer Experience:

- Net Promoter Score (target: +15 points improvement)
- Customer complaints per 1000 claims (target: maintain or improve)
- Claims reopened rate (target: no increase from baseline)
- Customer effort score for claims process (target: reduce by 30%)

Compliance & Governance:

- Audit trail completeness (target: 100% of AI assessments logged)
- CPS 234 compliance incidents (target: zero data sovereignty violations)
- Internal audit findings on AI controls (target: no material findings)
- Regulatory examination outcomes (target: no APRA concerns)

10.3 Change Management Metrics

Adoption:

- Percentage of claims processed using AI (target: 100% for in-scope claim types)
- Assessor training completion rate (target: 100%)
- Assessor satisfaction survey score (target: >7/10)
- Time to proficiency (target: 2 weeks for assessors to feel confident with AI)

11 Conclusion

Successful AI claims automation implementation requires:

1. **Strong Executive Sponsorship:** COO, CRO, CIO alignment and commitment
2. **Robust Technical Integration:** Seamless API integration with claims systems
3. **Thoughtful Phasing:** Start with motor vehicle, expand systematically
4. **Rigorous Testing:** Validate accuracy before production deployment
5. **Effective Change Management:** Address assessor concerns and provide training
6. **Continuous Optimization:** Refine AI based on assessor feedback and overrides
7. **Comprehensive Governance:** Maintain CRO oversight and APRA compliance

Implementation Support from BackPro AI

BackPro AI provides comprehensive implementation support:

- Dedicated implementation project manager
- Technical integration architects for Guidewire/Duck Creek/custom systems
- Pre-built governance framework and CRO Board papers
- Assessor training program and change management materials
- 24/7 support during rollout and optimization

Contact us to begin implementation planning:

www.backpro.ai