

# Intelligent Agents for the Banking and Insurance Market

*Intelligent Business Support*



- Consultancy / Software company
  - Banking/Insurance
  - Public / Travel / Transport
  - Security / Defence / ...
- Knowledge and experience
  - >50 Agent technology scans
  - >20 Multi-agent systems
  - In-house Business Analysis Methodology
  - Library of agent components
- National and International Research Projects
  - Combined, MsC / PhD supervision
  - OntoGrid, iBrow, AgentCities, AgentLink

- Business values:
  - Value (cost reduction, billing)
  - Time to market / speed of implementation
  - Ahead of competitors
  - Fit within (human and technical) organization
  - Innovation drive
  
- Solve existing problems:
  - Making processes more efficient with a new approach
  - (more) Reliable / Accepted
  - Proven / Cheaper
  
- Solve problems that could not be solved before:
  - Lack of trust/ Unfamiliar
  - Politics
  - Technical / organizational limitations

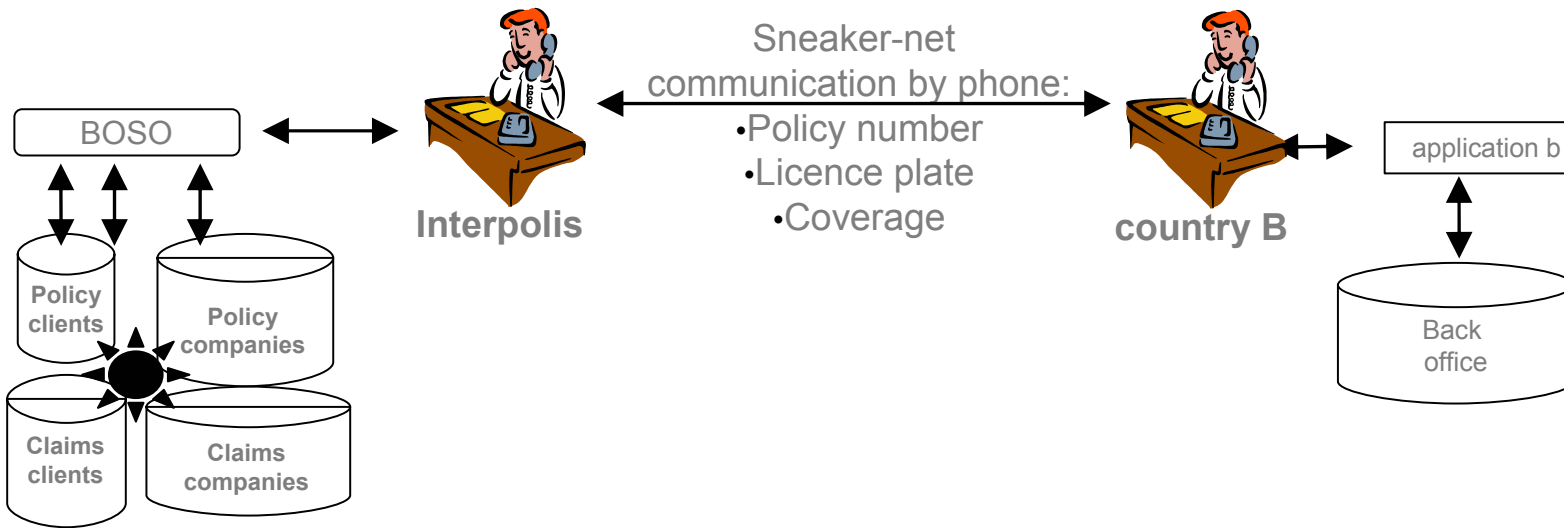
## ■ Case:

### • Green Card Traffic

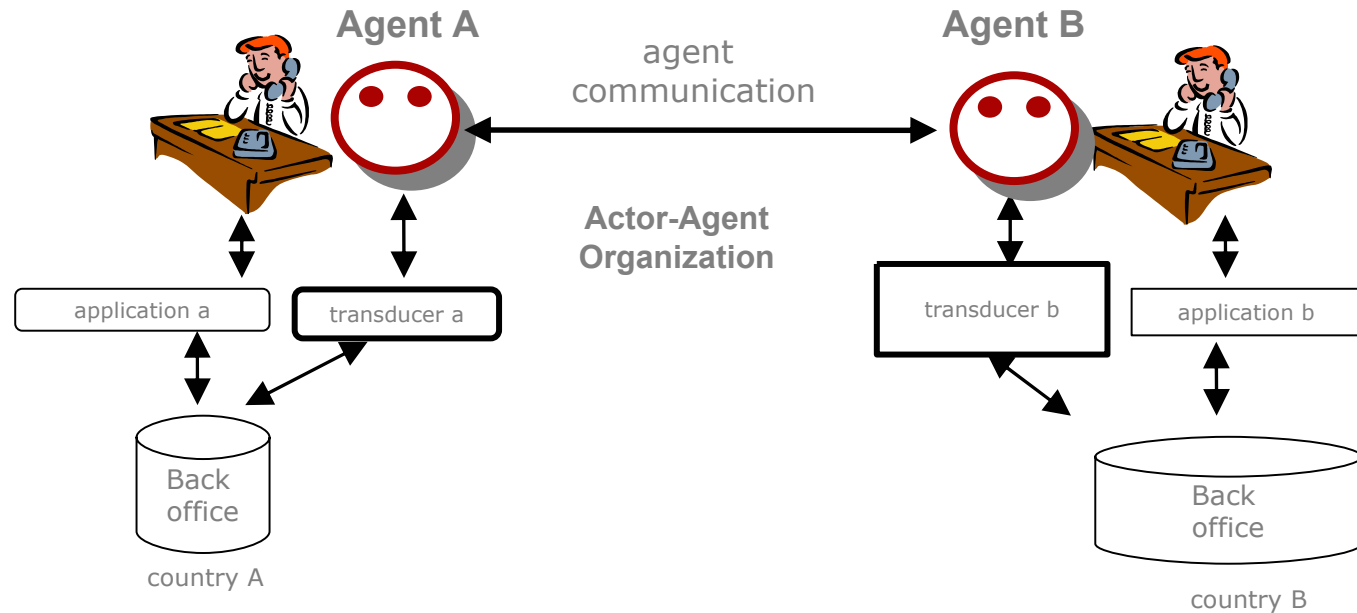
- Car accidents involving international parties
- Settlement via European Insurance Network:  
Euphoria network: 17 partners

### • 4th guideline by European Commission

- Settle within 3 months
- Penalty as high as the total amount claim



## ■ Solution:



## ■ Why Agents:

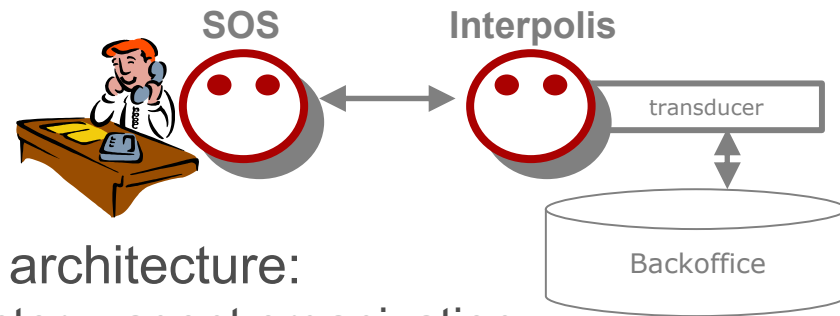
- Agents (as independent automatic claims handler) fit within the claims handling process
- Offers a relatively cheap solution to the coupling need (enormous amount of different systems)

## ■ Case:

- 24h Call Centre: SOS International takes over call centre during non-office hours
- Need to know if person is insured by exchanging faxes
- History of communication
- 8FTE at call centre
- No technology available for coupling (.net vs Java)

## ■ Solution:

- Couple heterogeneous companies and systems using agents
- Let agents log interaction



## ■ Why Agents:

- Success of green card traffic architecture:
  - agents fit in organization: actor – agent organization
  - Solve interoperability issues
- Cost (FTEs)

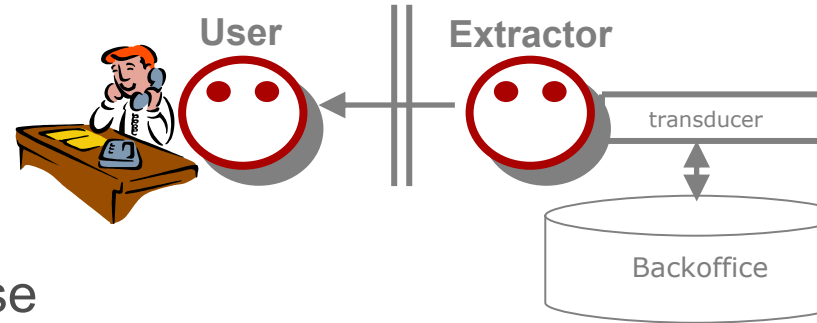
# Business case Interpolis – Insurance intermediates agents

## ■ Case:

- Intermediates are unaware of claims of (big) clients
- Queries go to call enter
- 4FTE at call centre

## ■ Solution:

- Copy part of database to DMZ
- One agent guard DMZ database
- user agents with (real) agent profiles
- (real) insurance agents login via extranet of insurance company



## ■ Why Agents:

- Success of green card traffic / SOS architectures:
  - agents fit in organization
  - Solve interoperability issues
- Cost (FTEs) reduction

# Business case Distributed Knowledge Management

## ■ Case:

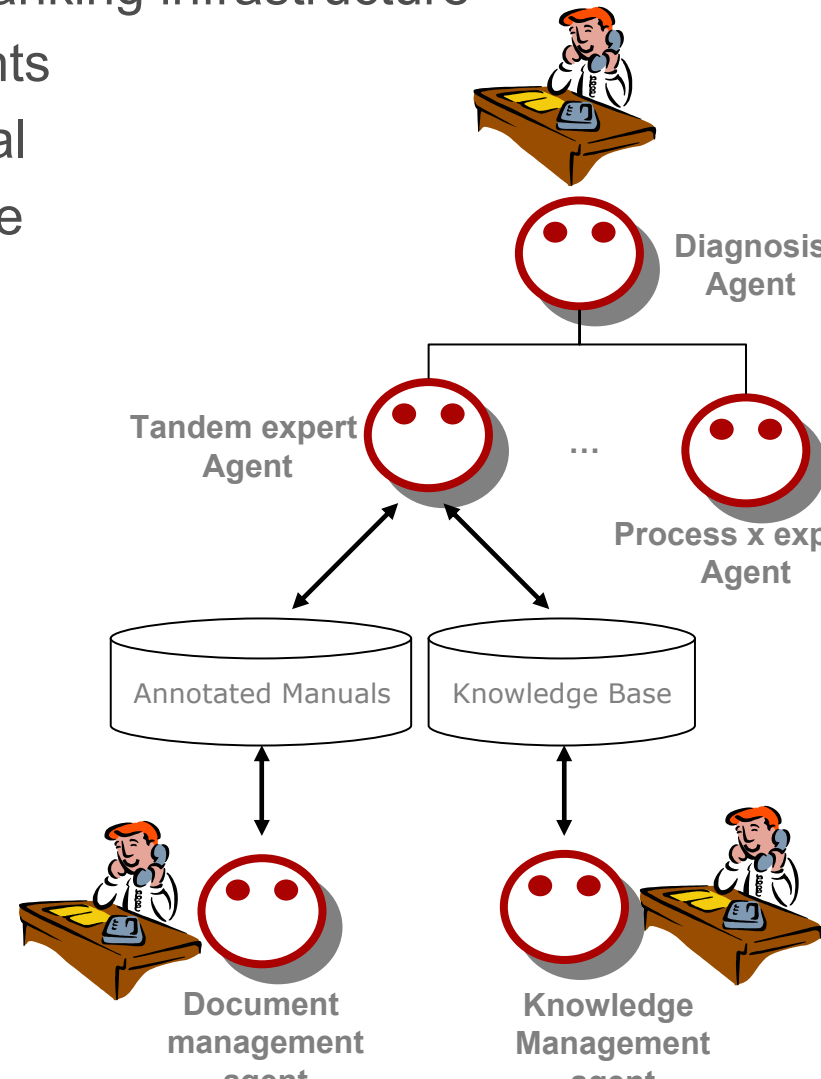
- 24/7 system maintenance of banking infrastructure
- SLAs with business departments
- Knowledge of people not formal
- Operator Manuals maintenance

## ■ Solution:

- Design manual lifecycle
- Create knowledge base
- Re-Organize

## ■ Why agents:

- Cost reductions
- Fit within organization
- Combine existing technologies



## ■ Case:

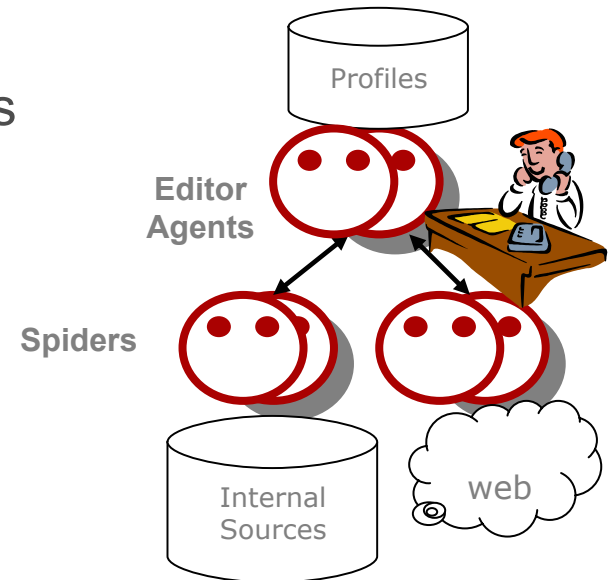
- “The Fortune 1000 companies together stand to waste at least \$ 2,5 billion per year due to an inability to locate and retrieve information.” *IDC, 2004.*
- To be updated: people scanning news related to own company, clients, competitors, products, market etc
- Classify news

## ■ Solution:

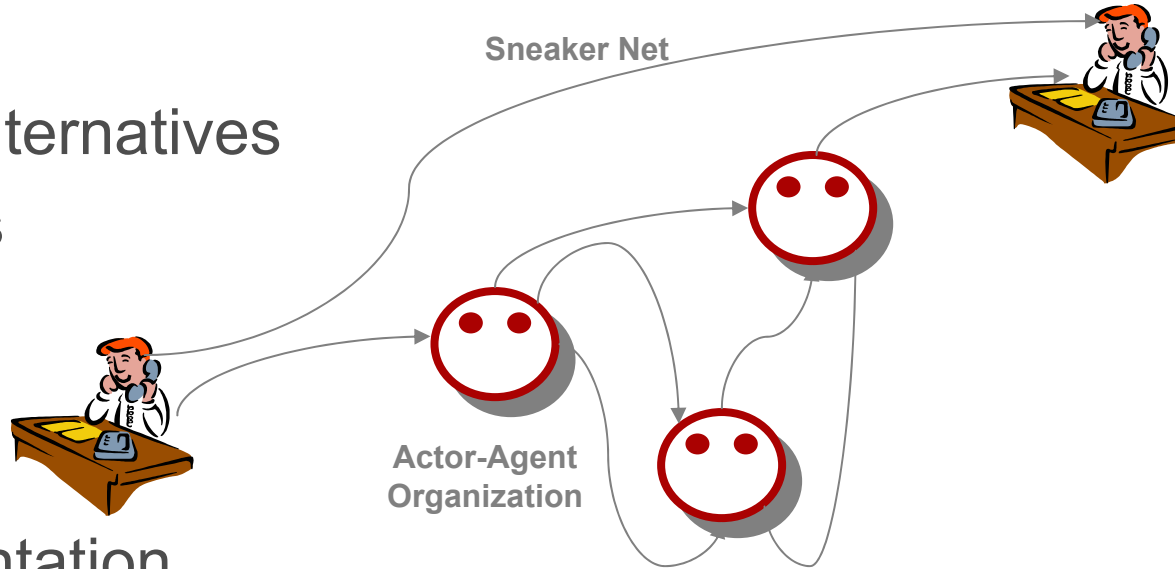
- Spiders sources
- Editor selects and edits relevant news

## ■ Why Agents:

- Combine technologies
- Dedicated Intelligence for spider tasks
- Clear ROI



- Clear Business Cases
- Innovation drives
- The lack of good alternatives
- Internal champions



- Speed of implementation
- Efficiency improvement
- Fit within organization and the business processes
- Value (cost reduction, billing)

- Large Administrative organizations:
  - Sneaker net
  - Spaghetti Infrastructures
  - Inefficient processes with reasons
  - Love to reorganize
  - Innovation drive
  
- Domain of “competing” consultancy companies
  
- Technology is not enough
  
- Deal with organizations:
  - Over talented internal staff
  - Lack of internal regulations/standards/manuals
  - Lack of educational material

# Future of Agents in bank and insurance market

- Huge market!
  - From spaghetti Infrastructures to agent organizations
  - From Sneaker-net to Actor-Agent communities

- Educate the market

- Solution = Organization + Process + Technology



Intelligent Agents  
as metaphor



Agent technology as  
container technology

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**Questions**

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**Thank you**  
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