

MSIG USA



INITIATIVE	MSIG USA Underwriting Modernization
AWARD	Celent Model Insurer 2026 for Data, Analytics, and AI
EXECUTIVE SUMMARY	MSIG USA implemented an AI-enabled underwriting workbench to systematize and streamline underwriting intake, clearance, and risk assessment workflows. This transformation reduced submission processing time to one hour, supported additional submission volume without increasing headcount, and enabled increases in revenue while fostering a more consistent, data-driven underwriting culture.
KEY BENEFITS	<ul style="list-style-type: none"> • Significant reduction in submission data ingestion and underwriting assessment time • Sanctions screenings completed within one hour • Increased submission volume without adding headcount • Significant revenue growth post-launch • Accelerated new product launches, including Financial Lines and Cyber • Improved underwriting consistency and governance • Enhanced customer experience through faster, clearer communication • Elevated underwriter productivity and job satisfaction
KEY VENDORS	Convr, WalkMe
READ MORE	Please visit the Model Insurer awards hub on Celent.com to learn more about this initiative.

Source: MSIG USA