Gangkhar

CLIMB HIGHER. PROTECT SMARTER.

HIGHER TOUCHLESS PROCESSING | FULL AUDIT EVIDENCE | HUMAN CONTROL

FOR TPAS & OPERATIONS TEAMS

Run more volume with stronger control and service.

Equip policy, claims and servicing operations with governed agent fleets that execute approved procedures on existing systems, with continuous monitoring and human control.

THE OPERATING REALITY

Volume should not force a trade-off between cost, control and service.

01

INTAKE IS UNSTRUCTURED

Emails, attachments, calls and portal entries must be classified and re-entered before work begins.

02

RULES ARE HARD TO APPLY CONSISTENTLY

Product terms, SOPs, service levels and authority limits are spread across documents and systems.

03

VOLUME THREATENS SERVICE

Peaks and new programmes require rapid hiring or acceptance of slower response times.

WHERE GANGKHAR WORKS

Governed execution across policy and claims operations.

FNOL and request intake

Classify the event, extract available data and open the correct workflow.

Coverage validation

Check policy status, eligibility, limits and live product rules before proceeding.

Evidence orchestration

Request, receive, validate and organise documents and external information.

Adjudication and settlement support

Apply approved procedures and route authority or judgement exceptions to people.

THE PLATFORM

Activate. Optimise. Scale.

Three connected layers share the same product intelligence and governance model.

ACTIVATE · SHERPA+

Sherpa+

The product and operations layer

Configure products, capacity, underwriting rules, compliance, payments and policy workflows once, then reuse them across partners and markets.

OPTIMISE · SHERPA+LENS

Sherpa+Lens

The AI decision engine

Use permitted customer, journey and portfolio signals to improve eligible pricing, coverage, attachment and renewal decisions within approved limits.

SCALE · SHERPA+WORKS

Sherpa+Works

The governed agentic operations layer

Build, certify, monitor and govern AI agent fleets that execute approved policy, claims, billing and servicing procedures on existing systems.

BUSINESS IMPACT

A stronger operation and a better-performing book.

01
Higher touchless processing

Automate standard work while preserving explicit stop and escalation conditions.

02
Shorter cycle times

Reduce waiting and hand-offs across service, claims and settlement.

03
Complete operational evidence

Observe every agent, exception, system action and service level.

EVIDENCE

Measured outcomes and contracted targets—shown separately.

LATIN AMERICA · ENTERPRISE OPERATIONS

A global carrier portfolio operated by an eight-agent workforce

Sherpa+ is configured on the carrier's existing core while Sherpa+Works agents cover enrolment, validation, coverage mapping, premium rating, reconciliation and broker notification.

Contracted service levels · Go-live scheduled for December 2026

Under 5 min Contracted issuance target, from a 3-5 business day baseline	**98%+** Contracted auto-reconciliation target
Under 10 min Contracted payment-to-policy target	**99.9%+** Contracted availability target

ASIA PACIFIC · LIVE EMBEDDED PROGRAMME

Rider income protection inside a mobility platform

Daily-pay protection is embedded in the platform's app and wallet, underwritten by a global carrier and placed by a global broker.

Measured programme volumes · Response times are Sherpa+ service levels

18,295 Policies in the first five weeks	**6 weeks** Kickoff-to-go-live technical build
Under 500 ms Quotation response, P95	**Under 2 s** Policy issuance, end to end

GOVERNANCE

Automation with clear responsibility.

- **Auditable by default**
  Every input, rule check, action, outcome and escalation is logged end to end.
- **Live product rules**
  Rate, wording, appetite and procedure changes apply without re-scripting the operating workflow.
- **Human-in-the-loop**
  Low-confidence, out-of-authority and exceptional cases stop and route to the authorised specialist.
- **Your business remains yours**
  Product, pricing, risk appetite, regulated roles and the customer relationship remain under your control.

> "Their approach to carrier connectivity, data governance, and product configuration reflects a mature understanding of the insurance value chain, well in excess of what is typical for an early-stage company."
>
> Head of Alliances, Digital and Direct Marketing · A global carrier, June 2026

SOC 2 TYPE II | GDPR-ALIGNED CONTROLS | CONFIGURABLE DATA RESIDENCY | FULL AUDIT TRAIL

WHERE TO START

Identify the first SOP or workflow for governed agentic execution.

Identify one high-value workflow or distribution opportunity, establish the baseline and controls, and define a first governed programme with our team.

Request a Meeting

Gangkhar
Climb Higher. Protect Smarter.

READY TO IDENTIFY YOUR FIRST OPPORTUNITY?

Request a Meeting