Gangkhar

CLIMB HIGHER. PROTECT SMARTER.

CERTIFIED BEFORE LIVE | HUMAN IN CONTROL | FULL AUDIT TRAIL

GOVERNED AGENTIC OPERATIONS LAYER

Run fleets of AI agents safely and at scale.

Sherpa+Works

Sherpa+Works is the governed runtime and control plane for fleets of insurance AI agents across policy, claims and servicing, with **product-aware execution, continuous visibility and human control**.

Isolated automations can complete narrow tasks, but insurance operations require coordinated execution, explicit authority and evidence. **Sherpa+Works manages agents as a governed operational fleet**, connecting approved procedures, live product rules, existing systems and authorised human owners.

> **The promise:** scale beyond isolated pilots without losing operational control, decision authority or the audit evidence required by insurance. Low-confidence, unauthorised and exception cases stop and route to the right specialist with full context.

The Operating Barriers Sherpa+Works Solves

Six sources of risk that prevent AI agents from becoming a dependable insurance workforce.

ONE-OFF AGENTS

- Individual automations solve only narrow tasks.
- They cannot coordinate as an insurance workforce.

NO VISIBILITY

- Teams cannot see what agents are doing or why they acted.
- Service deterioration is discovered after it causes harm.

NO SAFETY GATE

- Promising pilots reach production without consistent evaluation.
- Certification and release controls vary by team.

FRAGMENTED WORKFLOWS

- Agents, procedures, systems and product rules diverge.
- Duplicate builds multiply as the operation grows.

LOSS OF CONTROL

- Exceptions are guessed through instead of being stopped.
- Cases fail to reach the authorised human owner.

AUDIT GAPS

- Incomplete logs prevent full decision reconstruction.
- Adherence to procedure cannot be demonstrated end to end.

The Solution

A governed operating system for agentic insurance work. Sherpa+Works registers every agent, owner, permission, version and approved use; monitors activity, quality and service levels; restricts access to data, tools and actions; and enables reusable, certified agents. Execution remains aligned to **live Sherpa+ product rules and authorised human escalation**.

How Sherpa+Works Works

No production without evaluation. No reuse without certification.

1. Design

Choose the outcome, owner, operating boundaries, inputs, permissions and escalation paths.

2. Build

Assemble the agent from approved instructions, tools, product rules and system connections.

3. Evaluate

Test accuracy, edge cases, security, compliance and operational performance before production.

4. Certify

Approve the agent, version, permissions and intended production use.

5. Publish

Deploy, monitor and improve the agent as part of the governed operational fleet.

Operating Outcomes

Coordinated agentic execution that scales the operation without surrendering authority.

Fleet

Not a single bot. Coordinated agents work across policy, claims and servicing with shared controls.

Live Rules

Product-aware execution. Agents read approved product, underwriting and operating rules at the moment of action.

Your Core

Connected, not replaced. Works acts across existing systems and records the result.

CERTIFIED

Controlled release. Every production agent passes defined evaluation and approval gates.

AUDITABLE

Full action trail. Inputs, decisions, tool calls, outputs and escalations are recorded end to end.

OBSERVABLE

One governed system. Teams see fleet activity, quality, service levels and exceptions continuously.

Examples of Use

See how governed agent fleets execute insurance work across different operations — select a segment to explore.

MOBILITY & DELIVERY | E-COMMERCE | FINTECH | HEALTH | PROPTECH & REAL ESTATE

Mobility & Delivery Example

A mobility operation uses governed agents for driver onboarding, policy changes, FNOL and claims workflows against live product rules.

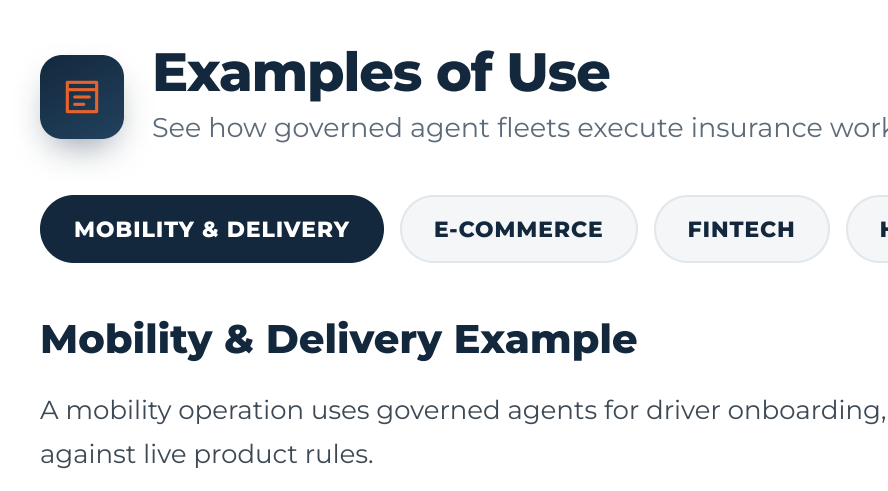
What the agent fleet handles:

- Classify requests and retrieve driver, policy and vehicle data.
- Validate eligibility, coverage and underwriting rules in Sherpa+.
- Update systems, issue confirmations and coordinate next actions.

How Works keeps control:

- Permissions restrict each agent to approved data, tools and actions.
- Exceptions and low-confidence cases stop and escalate.
- Every input, decision, action and response is recorded.

Result: less repetitive handling and more consistent service without weakening underwriting authority or the audit trail.



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READY TO RUN GOVERNED AI AGENTS SAFELY AND AT SCALE?

Request a Meeting