

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.

INTAKE IS UNSTRUCTURED

01

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

RULES ARE HARD TO APPLY CONSISTENTLY

02

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

VOLUME THREATENS SERVICE

03

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+



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



The AI decision engine

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



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+Mesh 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](#)



READY TO IDENTIFY YOUR FIRST OPPORTUNITY?

[Request a Meeting](#)