



DIGITAL INNOVATION AND TRANSFORMATION

# AI Strategies for Optimizing Insurance Operations

Course code: DIT-008

## SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

**[info@sparktraining.eu](mailto:info@sparktraining.eu)**

+31 85 115 0004 | [sparktraining.eu](https://sparktraining.eu)

## — Workshop Overview

The insurance industry is experiencing rapid transformation driven by artificial intelligence, automation, and advanced data analytics. Traditional operational models are no longer sufficient to handle increasing customer expectations, fraud risks, and complex claims processes. AI is now reshaping how insurance companies assess risk, process claims, detect fraud, and engage with customers. Organizations that effectively adopt AI strategies can significantly improve efficiency, reduce operational costs, and enhance decision-making accuracy. This course is designed to help professionals understand how AI can be strategically applied across insurance operations to optimize performance, improve customer experience, and strengthen risk management capabilities.

### Why Attend

This programme combines strategic insight with practical application through:

-

Real-world insurance industry case studies

-

Interactive discussions on operational transformation

### Who Should Attend

Insurance Operations Managers

Claims and Underwriting Professionals

Risk Management Specialists

Data and Business Analysts in insurance

Actuarial and Finance Professionals

Digital Transformation and Innovation Teams

Professionals in insurance technology (InsurTech)

## — Learning Objectives

- Understand the role of AI in modern insurance operations
- Identify opportunities for automation and optimization across processes
- Apply AI concepts in claims management and underwriting
- Explore predictive analytics for risk assessment and pricing
- Understand AI-driven fraud detection mechanisms
- Improve operational efficiency using data-driven insights
- Recognize challenges and risks in AI adoption within insurance

## — Course Outline

DAY  
1

### Introduction to AI in Insurance Operations

- Overview of AI transformation in the insurance industry
- Key operational challenges in modern insurance companies
- Data ecosystem in insurance organizations
- AI technologies used in InsurTech
- Opportunities for automation and optimization
- Industry case studies and global trends

DAY  
2

### AI in Underwriting and Risk Assessment

- Traditional vs AI-driven underwriting models
- Predictive risk assessment techniques
- Data-driven pricing strategies
- Machine learning in risk classification
- Improving accuracy in underwriting decisions
- Case study: AI in underwriting optimization

DAY  
3

### AI in Claims Management

- Automation of claims processing
- Intelligent document processing and data extraction
- Claims triaging and prioritization systems
- Reducing processing time using AI
- Improving accuracy and customer satisfaction
- Practical claims optimization scenarios

DAY  
4

### Fraud Detection and Operational Efficiency

- Types of insurance fraud and detection challenges
- AI and machine learning in fraud detection
- Pattern recognition and anomaly detection
- Operational workflow optimization using AI
- Cost reduction strategies through automation
- Case study: fraud prevention systems in insurance

DAY

5

## Strategic AI Adoption and Future of Insurance

- Building an AI strategy for insurance organizations
- Integration of AI into core insurance processes
- Change management and organizational readiness
- Ethical, regulatory, and compliance considerations
- Future trends in InsurTech and digital insurance
- Final case study and strategic roadmap

## — Upcoming Classroom Dates

| DATE                  | LOCATION                | FEE    |
|-----------------------|-------------------------|--------|
| 5 - 9 October 2026    | Kuala Lumpur - Malaysia | €1,400 |
| 5 - 9 October 2026    | Kuala Lumpur - Malaysia | €1,400 |
| 12 - 16 October 2026  | Kuala Lumpur - Malaysia | €1,400 |
| 12 - 16 October 2026  | Kuala Lumpur - Malaysia | €1,400 |
| 9 - 13 November 2026  | Munich - Germany        | €1,725 |
| 9 - 13 November 2026  | Munich - Germany        | €1,725 |
| 16 - 20 November 2026 | Amsterdam - Netherlands | €2,125 |
| 16 - 20 November 2026 | Amsterdam - Netherlands | €2,125 |

## — Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact [info@sparktraining.eu](mailto:info@sparktraining.eu) or +31 85 115 0004.