ScienceSoft



AI Transformation and Software Development Services for Insurance

Driving project success in insurance IT no matter what

ScienceSoft as a Trusted Insurance IT & AI Partner

ScienceSoft is an AI transformation and software engineering company headquartered in McKinney, Texas, with offices across the US, Europe, and the GCC.

Specializing in full-cycle AI services for the insurance industry, we help insurance organizations plan and reliably implement tailored AI transformation programs.

14
years in insurance IT

37
years in AI services

750+
consultants, engineers, architects, and AI experts

Full-scale PMO
45+ certified PMs and Scrum Masters

FT Financial Times statista — THE AMERICAS' FASTEST GROWING COMPANIES 2026 — 5 YEAR CHAMPION

The Global Insurer — GLOBAL INSURANCE INNOVATION AWARDS 2025

WINNER AI LEADER AWARDS 2026

aws PARTNER Advanced Tier Services

Microsoft Solutions Partner

FinTech. AWARDS 2025 HIGHLY COMMENDED

ISO 9001 LL-C (Certification)

ISO 27001 LL-C (Certification)

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Our Mission

Delivering High-Quality Insurance IT & AI Solutions No Matter What

ScienceSoft delivers insurance technology solutions that outperform competitors in logic accuracy, no matter the challenges posed by evolving customer expectations, changing regulations, or legacy system constraints.

See how we deliver results →



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Who We Serve



Insurance carriers



Managing general agents (MGA)



Insurance brokers



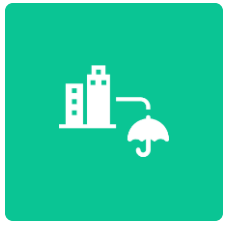
Insurance agencies



Third-party administrators



Reinsurers



Captive insurance companies



Self-insured companies



Risk management providers



Insurance distribution intermediaries



Insurance software product companies



Insurtech startups

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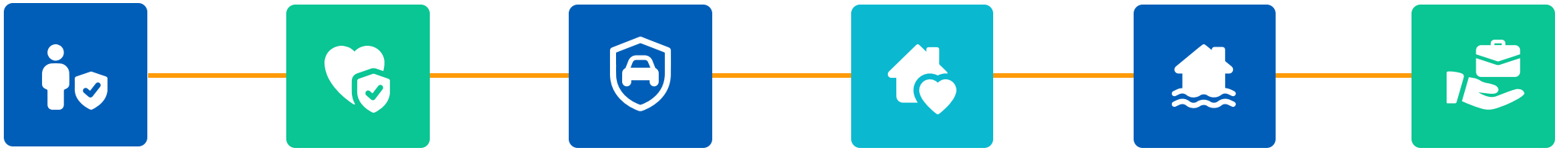
Services Tailored for Diverse Lines of Business



Life insurance

Health insurance

Motor insurance

Homeowners insurance

Flood insurance

Specialty commercial insurance

- General liability insurance
- Professional liability (E&O) insurance
- Workers' compensation insurance
- Commercial property insurance
- Commercial auto insurance
- Environmental insurance
- Engineering insurance
- Energy insurance
- Aviation insurance
- Marine insurance
- Cybersecurity insurance

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Our Clients

































62% of our revenue comes from clients that stay with us for 2+ years.

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Our Clients Say

> What stood out was ScienceSoft's proactive suggestions for cost-saving architecture design and tech stack solutions. Their input ensured we stayed within budget without compromising on software quality.

BRUSH



Jen Dalton, Chief Information Security Officer, Brush Claims

> Partnering with ScienceSoft for our software maintenance and evolution initiative has been an excellent experience. Their team transformed our underwriting platform into a well-oiled machine.

FROST INSURANCES LTD.

Ted Frost, Managing Director, Frost Insurances Ltd

> At the end of a short yet highly productive two months, we got a secure and wholly owned property insurance solution that is fully adapted to Capital IM's corporate practices and brand book. We couldn't have asked for a better IT partner.

CAPITAL INSURANCE MARKETS

Damien Sewell, Head of IT Projects, Capital Insurance Markets

> We especially appreciate ScienceSoft's professional approach to security issues, which were among our main concerns due to strict regulations.

cashew



Ibtissam Ouassif, Chief Product Officer, Cashew Technology Software

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Strategic Org Units Securing Project Success



Project Management Office (PMO)

PMO and 45+ certified project managers (PMP, CSM, PSM, PSPO, and more) mitigate risks like bloated budgets and timelines and overcome challenges like a client's shifting business priorities, changing customer expectations, and new regulatory demands.



Architecture and Solutions Center of Excellence (CoE)

Architecture and Solutions CoE and 30+ principal and senior architects (certified by AWS, Azure, IASA CITA, TOGAF) create secure, scalable, and AI-ready insurance solution architectures that support integrations with insurance, producer, and partner systems, incl. legacy ones.



Technology and Competency Center of Excellence (CoE)

The unit ensures that every project kicks off and runs with a fully staffed expert team, including specialists with specialized insurance IT & AI competencies. If a client's priorities change, the CoE responds by addressing the new needs, e.g., through a temporary skill injection.

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Insurance Software Development Services



Insurance software engineering

We develop your solution from scratch or based on a selected platform, covering aspects like design, integration, data migration, QA, and engineering of niche components like APIs and AI models.



Insurance software modernization

We redesign your existing solution, refactor its legacy code and tech stack, implement new features, and enhance it with AI, focusing on optimized revamp costs and minimal disruption to business workflows.



Custom insurance software consulting

We design realistic features, architecture, and cost-aware tech stack for your insurance solution, advise on security and compliance, and deliver a detailed project plan for predictable implementation.



Insurance software product consulting

We assist insurance software product firms in idea productization, market entry planning, and solution design. We can build a prototype to test the product's feasibility and usability at early project stages.

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Core Insurance Solutions We Deliver

Insurance operations

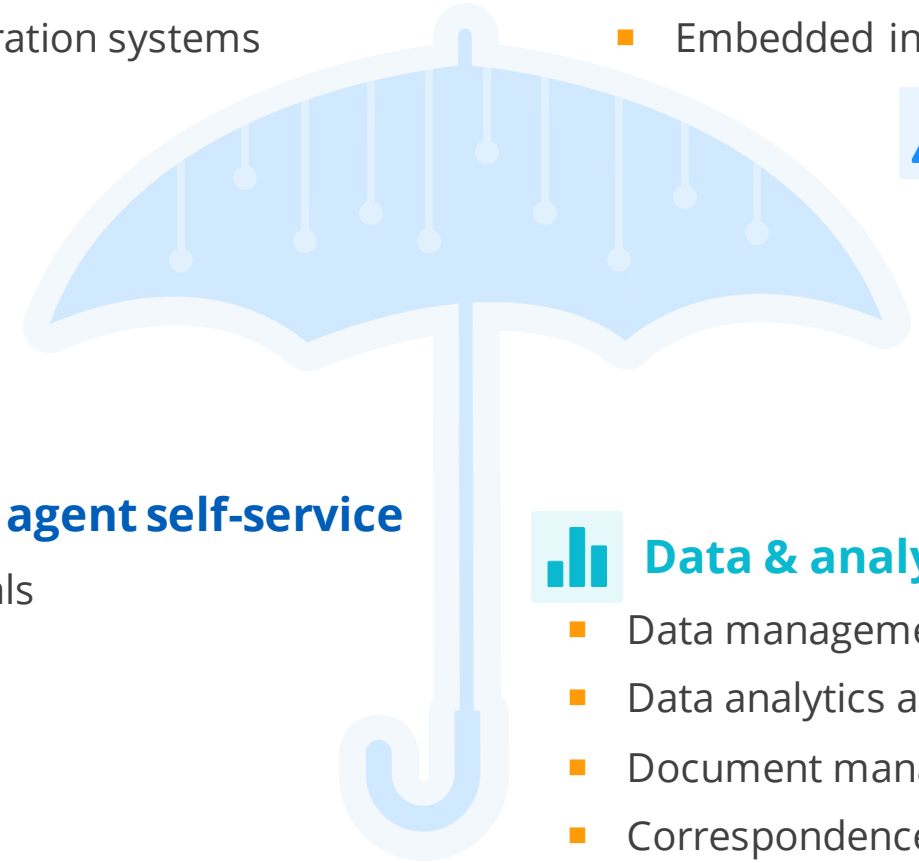
- Underwriting software
- Claim management software
- Policy administration systems

Insurance distribution

- AMS / BMS
- Insurance marketplaces
- Embedded insurance platforms

Business & finance

- Product management systems
- Insurance CRM
- Insurance accounting software
- Billing and payment solutions



Risk management

- Actuarial software
- Risk management tools
- Reinsurance platforms
- Fraud detection solutions
- Compliance systems

Customer & agent self-service

- Insurance portals
- Insurance apps

Data & analytics

- Data management systems
- Data analytics and BI platforms
- Document management software
- Correspondence tools

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AI Transformation Services for Insurance

AI opportunity discovery and business case



We work with you to identify high-value AI opportunities across your underwriting, claims, policy servicing, distribution, and broader business operations. We assess ROI potential, data readiness, process fit, implementation complexity, and risks.

AI transformation strategy development



We define how AI will reshape your operating models and prepare a phased transformation strategy focused on achieving measurable business results, covering target-state processes, human controls, governance, ownership, model and vendor strategy, and adoption.

AI solution engineering and integration



We design and build tailored AI solutions and integrate them with your core systems, knowledge bases, data platforms, and third-party data sources, introducing AI with minimal disruption to your current tool stacks and business processes.

Responsible AI scaling and managed support



We implement mechanisms for AI auditability, data protection, and compliance, including observability and explainability tools, rule-based guardrails, orchestration layers (MLOps/LLMOps), access controls, and audit trails. Our teams can take over AI maintenance and support.

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Insurance AI Solutions We Specialize In

AI agents and multi-agent systems

Solutions that coordinate processes and decisions, exchange context, and execute complex multi-step workflows across underwriting, claims, policy servicing, fraud investigation, and compliance checks with minimal human involvement.

Generative AI and LLM solutions

Solutions that process large volumes of multi-format insurance data and interpret sector-specific language. These capabilities can reinforce risk research, policy summarization, claims evidence analysis, knowledge retrieval, and communication drafting.

AI assistants for customers and staff

Solutions that deliver context-aware textual and voice support for insurance teams, customers, and partners, drawing on the organization's proprietary knowledge. They can handle complex reasoning and recommendation tasks.

AI-based predictive analytics engines

Solutions that continuously analyze policyholder, claims, and risk data, identify patterns, and forecast specific outcomes. Typical use cases include fraud detection, risk scoring, premium optimization, churn prediction, and proactive loss mitigation.

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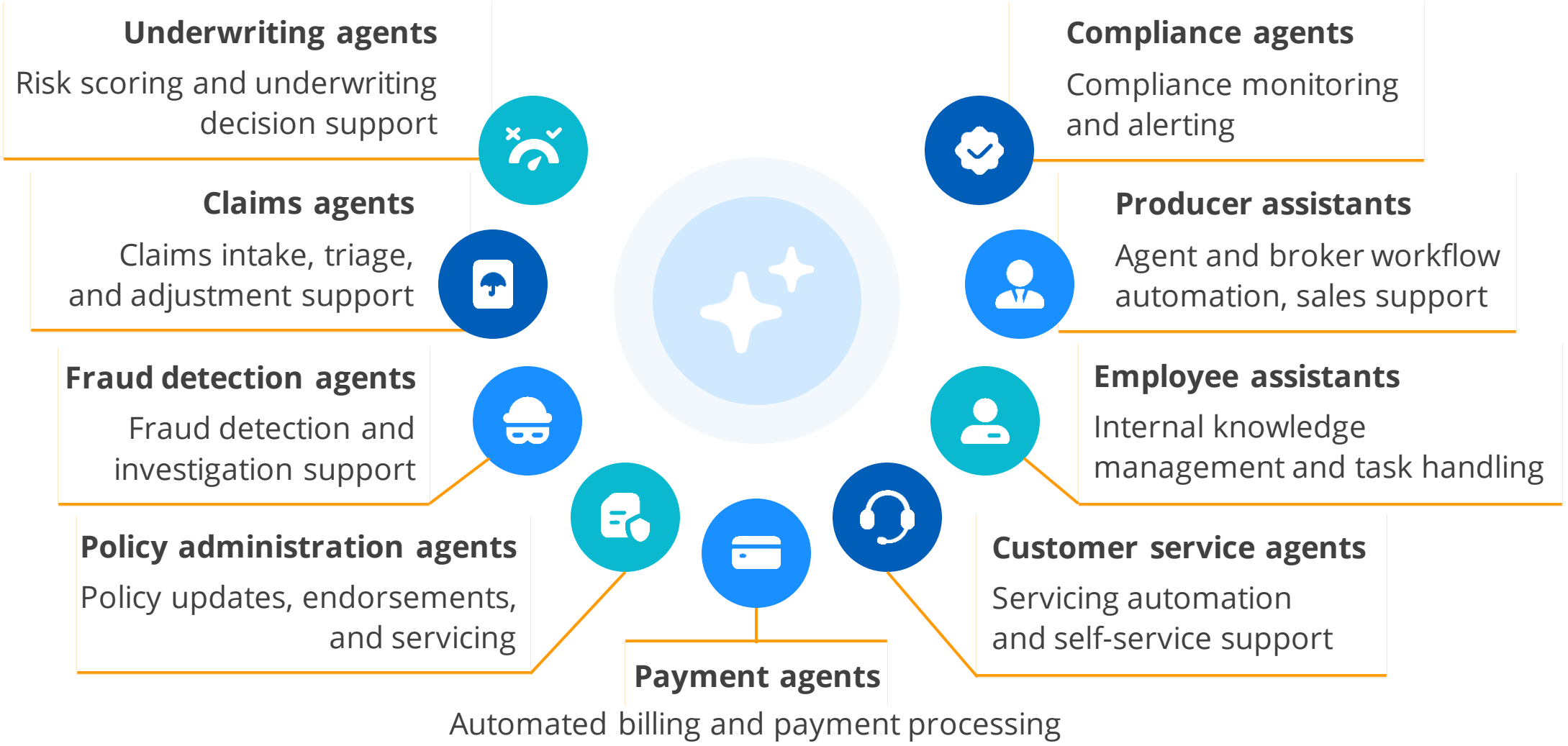
Task-Focused Agentic AI Solutions We Deliver



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Insurance Models Our Solutions Support

- Traditional insurance
- Short-term insurance
- Microinsurance
- Peer-to-peer (P2P) insurance
- Parametric insurance
- Embedded insurance
- Usage-based property and auto insurance
- Pay-as-you-live life and health insurance

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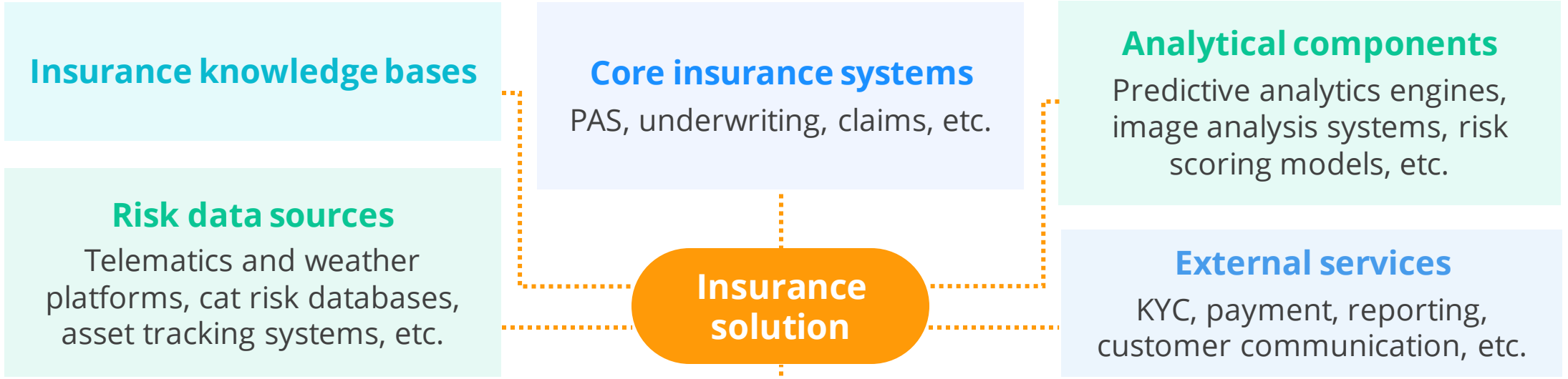
Insurance Software Integrations We Help Establish



Integration solutions we deliver — APIs — MCPs — Custom connectors

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Managed IT Services for Insurance Firms

Software and IT infrastructure support

We can monitor, troubleshoot, and upgrade any parts of your insurance apps and IT infrastructure to keep them stable, cost-effective, and relevant to your needs.

Security and compliance services

We help protect your insurance solutions from known and emerging cyber threats and maintain compliance with the necessary regulations, including AI-focused frameworks.

Quality assurance of insurance solutions

We offer QA consulting, one-time and continuous testing, software audit and code review, and refinement implementation to achieve the high quality of insurance systems.

Data management and analytics

We deploy scalable, AI-ready data architectures, high-performing storage and retrieval solutions, and user-friendly analytics and reporting tools to support your data-driven insurance operations.

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Our Competencies in Core Technologies

Front end	HTML, CSS, JS, React, Angular, Vue.js, Meteor, ember
Back end	Microsoft .NET, Java, python, GO, php, node.js
Mobile	iOS, android, Xamarin, Flutter, React Native, PWA, Apache Cordova
Databases	Microsoft SQL Server, MySQL, ORACLE, Azure SQL Data Warehouse, PostgreSQL
Big data	Apache hadoop, Apache Spark, Apache Cassandra, kafka, Apache ZooKeeper™, amazon Redshift, amazon DynamoDB, Azure Cosmos DB, mongoDB
DevOps	docker, kubernetes, ANSIBLE, CHEF, puppet, Jenkins, CI/CD
Cloud	aws, Azure, Google Cloud, DigitalOcean, rackspace
Software platforms	Dynamics 365, salesforce, Adobe Commerce, SharePoint, servicenow, SAP

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Our Competencies in AI Technologies

Models	▪ Large language models ▪ Small language models	▪ Multimodal models ▪ Image generation models	▪ ASR speech models ▪ TTS speech models	▪ Speech-to-speech models
Model adaptation & efficiency	▪ Training from scratch ▪ Data design	▪ Data labelling/annotation ▪ Fine-tuning	▪ Instruction tuning ▪ LoRa adapters	▪ RAG ▪ Graph RAG
Large language models	GPT-4, Claude, LLaMA, Gemini, BERT, T5, LaMDA, PaLM, Falcon			
Platforms & services	Azure OpenAI Sercive, Microsoft Foundry (Azure AI Foundry), Amazon Bedrock, Google Vertex AI, Google AI Studio, Hugging Face Inference, Oracle Cloud, core42 A G42 company			
Agents & orchestration	OpenAI Agents SDK, OpenAI Agents (platform guides), aws Agents, Claude Agent SDK, Google Agent Development Kit (ADK), Agent SDK (Copilot Studio)			
LLM output validation	{{guidance}}, AI Fairness 360, Evaluate, Guardrails AI, Perspective			

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Success Stories



See how we drive insurance IT & AI initiatives to success despite time and budget constraints.

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Agentic AI Solution for Claim Fraud Detection

Solution

ScienceSoft developed a customizable voice AI agent for conversational claim verification. The agent applies voice intelligence and real-time sentiment analysis to uncover nuanced fraud indicators during claimant calls. The agent is expected to boost investigator capacity by **over 40%** and drive **20%+** higher claim fraud detection rates.

Tools and Technologies

AWS Bedrock AgentCore, LangChain, LangGraph, Amazon Bedrock, AWS Bedrock Guardrails, Amazon S3, CloudTrail, CloudWatch.

Solution demo →



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AI Algorithms for Dental Claim Fraud Detection

Client

A dental care insurtech startup focused on innovative solutions for dental insurance fraud detection.

Solution

ScienceSoft's data scientist delivered custom medical image analysis models for an AI-powered dental insurance fraud detection solution. The **ISO 13485**-compliant algorithms demonstrated **95%** accuracy.

Tools & Technologies

Python, Pytorch.



Project details →

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Large-Scale Underwriting Automation System

Client

A global insurance carrier with over $30 billion in assets and underwriting capacities in 120+ countries on 6 continents.

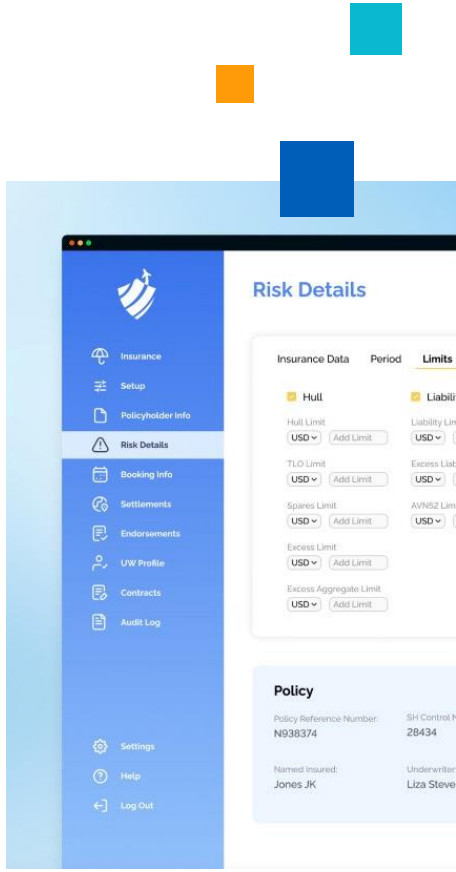
Solution

The system engineered by ScienceSoft automates risk assessment, quoting, task management, and operational control, **improving underwriter productivity** and **minimizing risks** of non-compliance.

Tools & Technologies

.NET, Angular, Microsoft SQL Server, IDE Visual Studio, Microsoft SQL Studio, Azure DevOps Server, Confluence, Jira.

Project details →



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Insurtech SaaS Product for Claims Handling

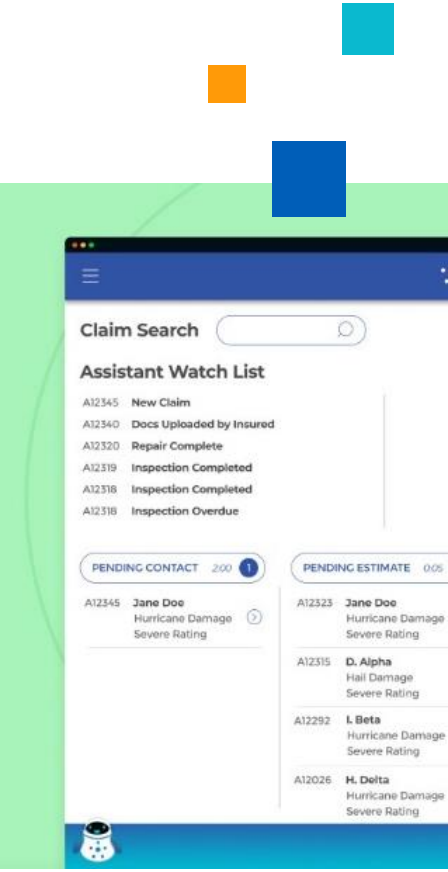
Client

BRUSH

Brush Claims, a US-based TPA and provider of innovative claim solutions.

Solution

ScienceSoft rearchitected, refactored, and evolved Brush Claims' core claims processing software product. The TPA obtained a high-performing solution **quickly** and at an **affordable cost**.



Tools & Technologies

.NET 8, ASP.NET Core 8, React, PostgreSQL, Azure Functions, Azure Application Services, Azure Storage Account, Azure Service Bus, Azure Event Grid, Azure DevOps, Azure Pipelines.

Project details →

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Commercial Property Insurance Software

Client

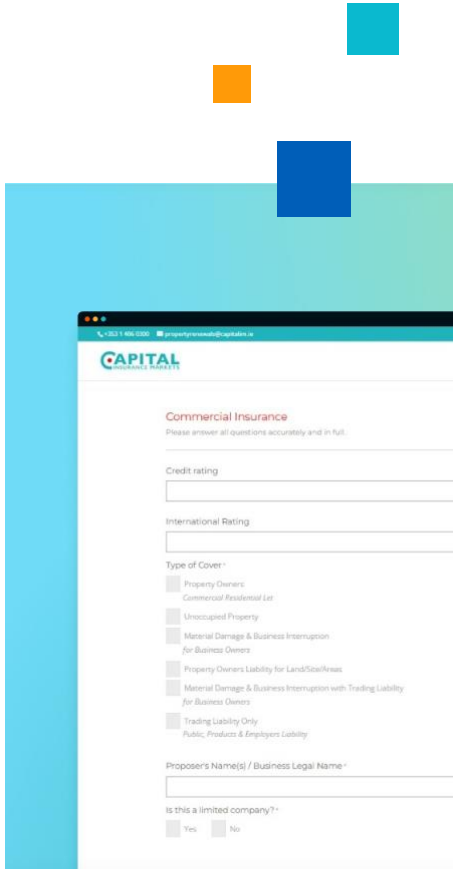
Capital Insurance Markets, Ireland's leading wholesale insurance broker.

Solution

With the custom commercial property insurance platform customized and rolled out in **2 months**, the client managed to launch its new insurance products quickly while reducing project investments.

Tools & Technologies

PHP, AWS, WordPress, WooCommerce, MySQL, Cloudflare.



Project details →

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Broker and Agent Workflow Automation Apps

Client

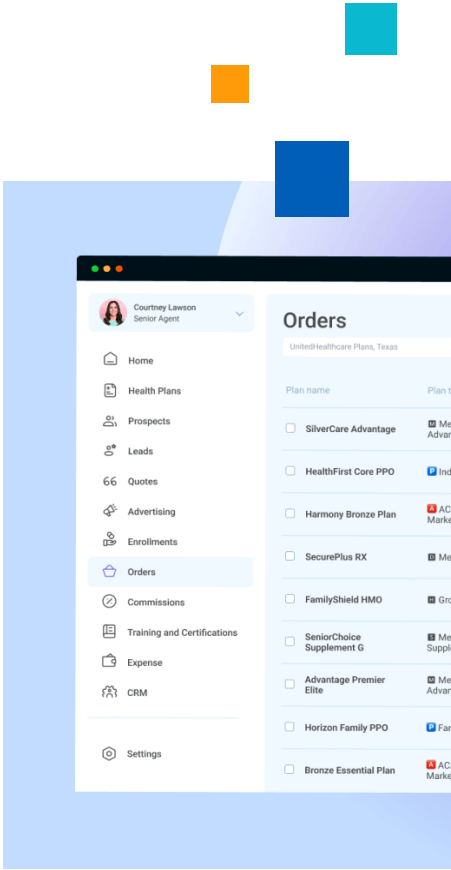
A US national marketing organization (NMO) with 50+ years in business.

Solution

ScienceSoft's refactoring of the apps' code, interfaces, and tech stack helped the NMO resolve persistent app issues, driving **improved speed and accuracy** of agent and broker workflows.

Tools & Technologies

NestJS, Node.js, Vue.js, TypeScript, JavaScript, Salesforce, Microsoft Azure, MSAL, Okta, Jest, Vitest, Cypress.



Project details →

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Insurance Document Management Software

Client

A Finnish pension insurance company with 50+ years in business providing pension coverage to 900,000 clients.

Solution

The solution processes **14,000+** insurance documents per month and provides **40+** pre-built templates for automatic document generation, improving insurance process speed and efficiency.

Tools & Technologies

StreamServe, OpenText, StoryTeller, LXF, XMLOUT.



Project details →

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Reporting Module for Core Insurance Platform

Client

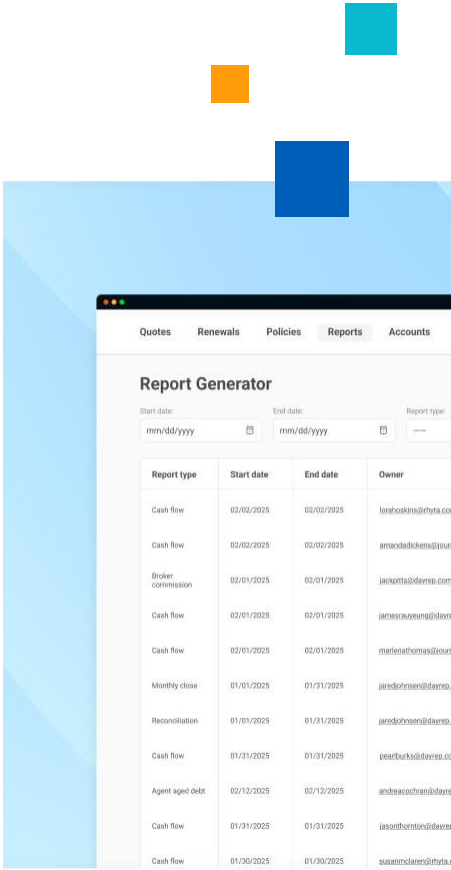
A EU-based P&C insurance MGA with a 70-year-long business history.

Solution

ScienceSoft implemented code- and database-level improvements to the MGA's core insurance platform. The revamp helped establish **up to 75x** faster financial reporting and prevent financial data errors.

Tools & Technologies

PHP, WordPress, PhpStorm, MySQL, Wappalyzer, Confluence.



Project details →

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iOS and Android Insurance Customer Apps

Client

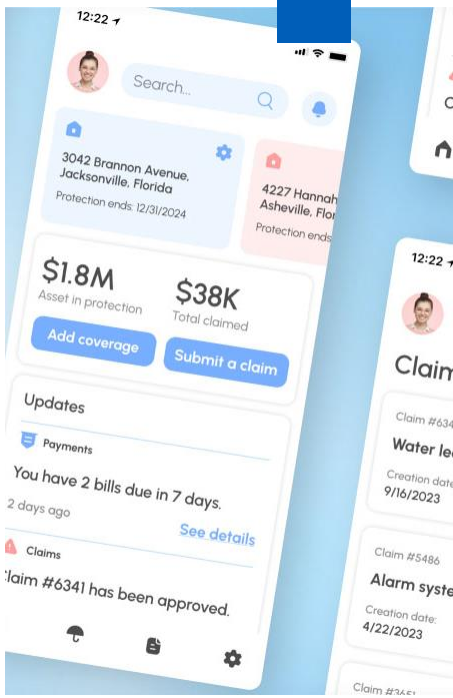
A US insurance company with over 12 years on the market and $61 billion of total insurance value.

Solution

iOS and Android apps for insurance inspections helped the Client reduce agent workload and speed up claim responses. This led to a nearly **50%** reduction in employee workload **within 2 months**.

Tools & Technologies

React Native, Redux, MobX.



Project details →

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Insurance Claim Filing App With 3D Auto Models

Client

A US software development company delivering solutions for car insurance companies and car manufacturers.

Solution

A multi-language, mobile-friendly web app equipped with 3D auto models, providing **convenient guidance** for motor insurance policyholders on the proper vehicle damage description and claim filing.



Tools & Technologies

CSS3 / HTML5, Autodesk 3ds Max, Blender, WebStorm, webpack, React, three.js, Google Maps JavaScript API.

Project details →

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L1 Help Desk for a US Insurance Broker

Client

One of the fastest-growing insurance brokers with 170+ offices across the US.

Solution

ScienceSoft's team handles approximately **3,000** tickets per month, responding to incoming tickets **within 30 minutes** according to the SLA.

Tools & Technologies

Kaseya, Zoom, Vorex.

Project details →



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All-Around Insurance IT Security Assessment

Client

A US insurtech company that keeps an A+ rating with the Better Business Bureau.

Solution

ScienceSoft conducted penetration testing, social engineering testing, and AWS infrastructure security audit. We provided comprehensive reports on the assessment results and **pragmatic remediation** steps.

Tools & Technologies

Burp Suite, Metasploit, Postman, OWASP ZAP, KiteRunner, Vooki, Nmap, SSLScan.



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Featured Expert Talks

AI to Cut the Claims Lifecycle From 44 to 1 Day | Presentation at ITIC 2026



Vital Soupel, Senior Insurance IT & AI Consultant at ScienceSoft, explains how a multi-agent claims AI system helps insurers shorten the claims lifecycle from weeks to same-day resolution.

Watch on YouTube →

AI Agents for Insurance Claims Fraud Detection | Presentation at ITS 2025



Vadim Belski, Head of AI & Principal Architect at ScienceSoft, shares how AI agents can transform insurance claims and enhance fraud detection through conversational claim verification.

Watch on YouTube →

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Let’s Make Your Project a Success!

Reach Out to Us



Headquarters
McKinney, Texas
+1 214 306 68 37
contact@scnsoft.com

Atlanta, Georgia
+1 972 454 4730
contact@scnsoft.com

Riga, Latvia
+371 66 011 905
eu@scnsoft.com

Vantaa, Finland
+358 94 272 63 77
nordics@scnsoft.com

Warsaw, Poland
+48 22 162 18 13
eu@scnsoft.com

Fujairah, the UAE
+971 600 57 59 69
gulf@scnsoft.com

Mexico City, Mexico
+52 55 6952 0374
contact@scnsoft.com

Riyadh, the KSA
+966 800 880 3035
ksa@scnsoft.com