InsurDocIQ

Untangle Insurance Documentation, From Policy to Payout

Insurance and Documents — A Risk Still Left Uncovered

In insurance, documents are the foundation—ACORD forms, loss runs, inspection reports, and policy PDFs drive every step of the customer journey. But when these documents are handled manually, what should be seamless becomes slow, error-prone, and costly. Issuance is delayed. Claims bottleneck. Customers wait.

What if document processing didn't hold the business back, but pushed it forward?
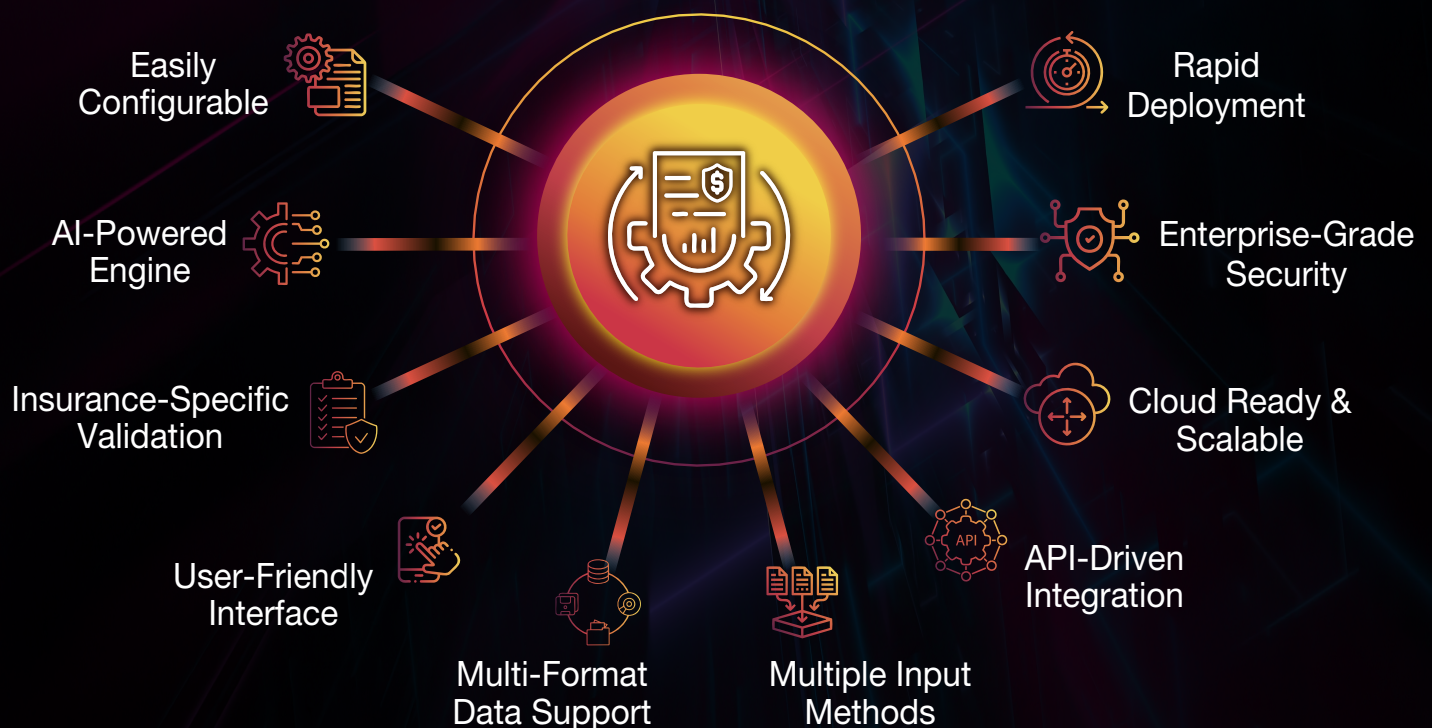
Introducing **InsurDocIQ**
AI-Powered Document Processing

Built on our cutting-edge AI and Data Platform, HTC MAiGE, InsurDocIQ is an AI-powered intelligent document processing (IDP) solution purpose-built for insurance. It captures, understands, and transforms unstructured content into structured, validated data—automatically prepared for ingestion into policy administration and claims systems. From new business to underwriting, servicing to claims, InsurDocIQ streamlines every document-driven process.

InsurDocIQ
Coverage for Every Insurance Document

- Easily Configurable
- AI-Powered Engine
- Insurance-Specific Validation
- User-Friendly Interface
- Multi-Format Data Support
- Multiple Input Methods
- API-Driven Integration
- Cloud Ready & Scalable
- Enterprise-Grade Security
- Rapid Deployment

A+ Capabilities for
Every Stage of Insurance

Intelligent Ingestion & Classification

Capture documents from any format—email, portals, Excel, OCR, or chatbots. InsurDocIQ enables true omnichannel intake. AI automatically classifies ACORD and non-ACORD forms and splits multi-document files, streamlining document flows from all channels.

AI-Powered Extraction & Validation

Extract accurate key-value pairs, tables, and unstructured data using OpenAI and Azure models. Every field is validated against insurance-specific schema for compliance and clean downstream processing. Includes side-by-side view of original documents and extracted data, with field-level confidence scores to guide underwriting and claims decisions.

Seamless Integration & Automation

Push data directly into systems like Guidewire and Duck Creek via secure REST/SOAP APIs. End-to-end automation eliminates manual handoffs and accelerates ingestion across policy and claims.

Enterprise-Ready Operations

Monitor workflows and exceptions in real time with an intuitive dashboard. Benefit from robust middleware, built-in analytics, and enterprise-grade security. Scale effortlessly across cloud or hybrid environments, with full archival and audit support.

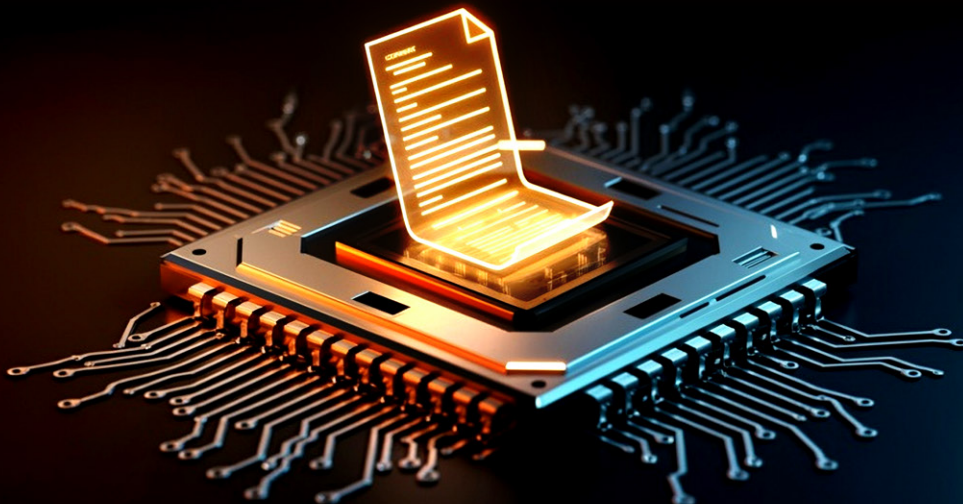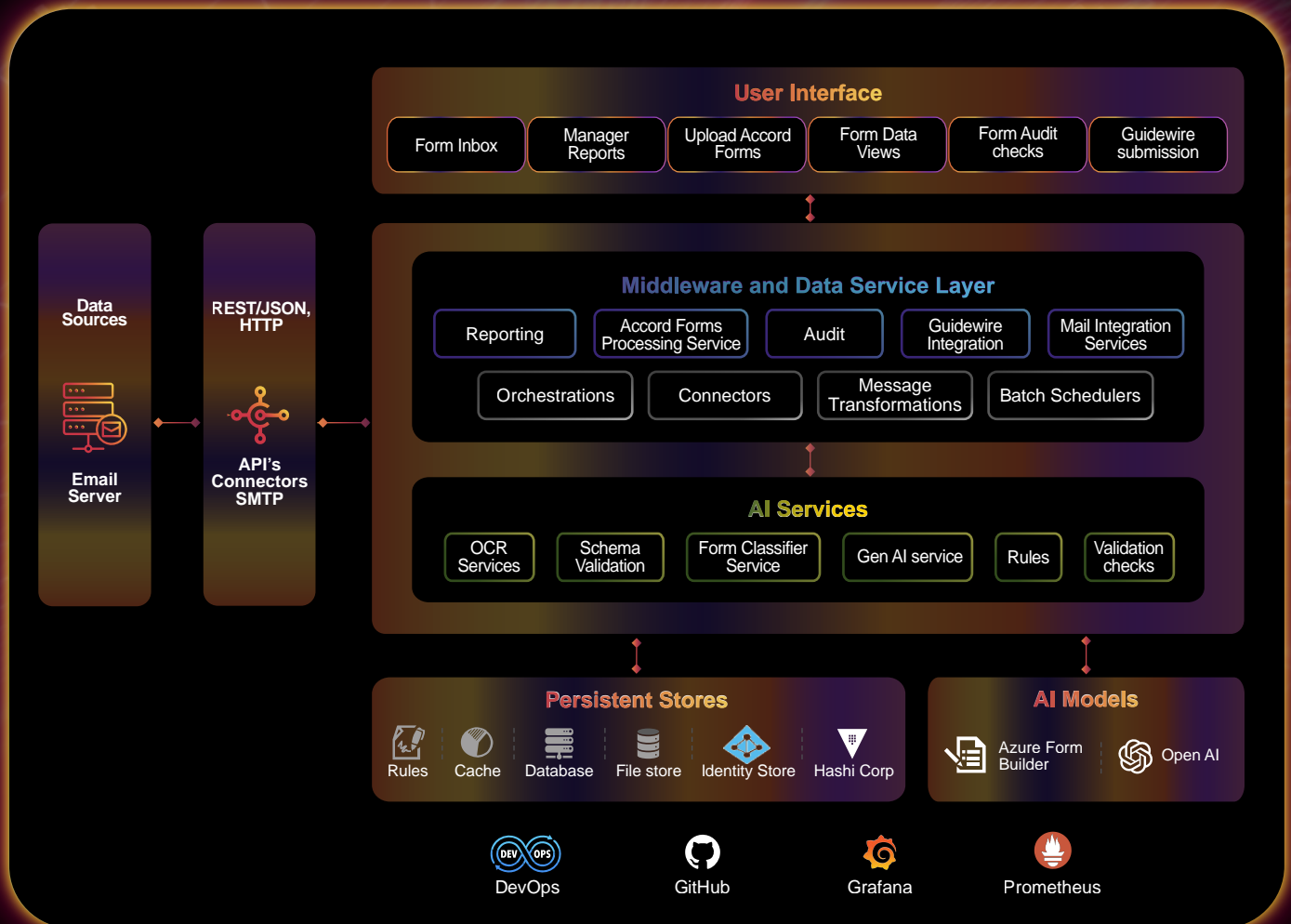# iFNOL
The Fast Lane for Auto Claims

Complementing InsurDocIQ—and available as a modular offering within it—HTC's AI-enabled iFNOL platform simplifies the First Notice of Loss (FNOL) process for auto insurers.

Whether used as a standalone, cloud-ready solution or as an integrated extension of InsurDocIQ, iFNOL is built to reduce operational costs and elevate customer satisfaction. It captures FNOLs from any format—emails, images, voice inputs, or chatbots—and auto-fills them in real time, even with limited input.

iFNOL also leverages telematics to support services like roadside assistance and towing. Rapidly deployable and fully integration-ready, it sets a new benchmark in FNOL automation—for faster, more intelligent handling of routine auto claims.

A Platform That Speaks
Fluent Insurance

At the heart of InsurDocIQ lies a smart, connected pipeline—from user interface and middleware to AI models and secure APIs. It integrates seamlessly with underwriting desks, servicing portals, and claims platforms, ensuring that no document becomes a detour.

User Interface

| Form Inbox | Manager Reports | Upload Accord Forms | Form Data Views | Form Audit checks | Guidewire submission |

Data Sources

Email Server

REST/JSON, HTTP

API's Connectors SMTP

Middleware and Data Service Layer

| Reporting | Accord Forms Processing Service | Audit | Guidewire Integration | Mail Integration Services |

| Orchestrations | Connectors | Message Transformations | Batch Schedulers |

AI Services

| OCR Services | Schema Validation | Form Classifier Service | Gen AI service | Rules | Validation checks |

Persistent Stores

Rules | Cache | Database | File store | Identity Store | Hashi Corp

AI Models

Azure Form Builder | Open AI

DevOps | GitHub | Grafana | Prometheus

About us

HTC Global Services is a leading global provider of innovative IT and Business Process Services and Solutions. Established in 1990 with headquarters in Troy, Michigan, USA, HTC combines its extensive technical and domain expertise along with its business partner approach to enable clients to realize business transformation and maximize business returns.

30+ Years
Of technology heritage

100+
Fortune 2000 clients

Troy, MI-based
Minority business

12
Global delivery locations

Where We Deliver
Global Reach. Local Relevance.

- 24/7 Support across regions.
- Expertise in North America, LATAM, EU, APAC, and the Middle East.

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