Workforce Reinvention Blueprint

Insurance Industry

How AI and Automation will Transform the Workforce Based on Reejig's Proprietary Work Ontology™ Intelligence

How AI is Reinventing the Insurance Industry

The insurance industry, valued at $6.1 trillion globally as of 2023, is expected to grow at a CAGR of 3.1%, reaching $7.5 trillion by 2028.

Top 3 Concerns Facing Insurance CEOs in 2026

1. Talent Shortages in Tech and Data Roles
2. Rising Operational and Compliance Costs
3. Balancing AI Integration and Human Expertise

Focus Area 1: Workforce Shifts

Projected Workforce Shifts in 2026 and Beyond

Where AI and Automation Will Drive Operational Effectiveness

1

AI-Powered Claims Processing
Automating claims processing with AI reduces human error and accelerates claim resolutions.

AI-powered claims processing times will be reduced by 20-30%, with operational cost savings up to 30%.

2

Customer Service Automation
AI chatbots and virtual assistants are transforming customer interactions by handling routine queries.

Labor requirements reduced by 15-20%, freeing staff for complex tasks while enhancing customer satisfaction.

3

Risk Analysis and Predictive Underwriting
AI enables insurers to predict risks and tailor policies using advanced analytics.

With Risk Analysis and Predictive Underwriting, there will be improved pricing accuracy and increased profitability through 10-15% better risk assessments.

Focus Area 2: Roles Impacted by AI

Key Roles Impacted and Reskilling Pathways for 2026

How Impacted Roles Can Transition to In-Demand Roles

Job Family	Impacted Roles	In-Demand Transition Roles	Reskilling Pathways
Claims and Risk Management	Claims Adjusters, Claims Automation Specialist, Fraud Detection Analyst	Claims Automation Specialist, AI System Supervisor, Data Analyst	**AI Operations Certification** (4-6 weeks) **Data Analytics Certification** (6-12 months)
Customer Experience and Support	Customer Service Representatives, Support Specialist, Call Center Agent	CRM Manager, AI Chatbot Supervisor, Customer Experience Analyst	**CRM Certification** (3-6 months) **Customer Experience with AI Training** (3-6 months)
Underwriting and Risk Assessment	Underwriters, Risk Assessment Specialist, Policy Pricing Analyst	Data Analyst, AI-Enhanced Underwriting Supervisor, Risk Modeler	**Data Analytics Certification** (6-12 months) **AI in Risk Management** (6-12 months)

Focus Area 3: Driving Operational Effectiveness

2026 AI Strategies to Boost Operational Effectiveness

Prioritized Roles for AI Transformation based on AI Potential Index, Operational Efficiency Index & Time to Benefit Realization

1

Customer Service Representatives

This role handles routine customer inquiries, policy management, and claims support, saving time and costs by automating repetitive tasks and improving response times.

With an AIPI of 1.62 and an OEI of 67.5%, this role is a top priority for investment because it offers the highest operational efficiency and a quick return on investment.

AI Potential Index (AIPI) Score: 1.62
Breakdown: Potential Automation Proportion: 85%, AI Maturity/Risk Adjustment: 0.95, Current Automation Proportion: 50%

Operational Efficiency Index (OEI) Score: 67.5%
Breakdown: Time Savings: 40%, Cost Savings: 35%, Process Improvement Factor: 0.9

Time to Benefit Realization: Short-Term (3-6 months)
AI chatbots are quick to deploy and scale, making this a high-priority area for immediate efficiency gains.

2

Claims Adjusters

This role involves processing and verifying claims, saving time and costs through automation of routine tasks and improving efficiency.

With an AIPI of 1.8 and an OEI of 44%, this role is a priority for investment due to its substantial potential for automation and cost reduction in routine claims processing.

AI Potential Index (AIPI) Score: 1.8
Breakdown: Potential Automation Proportion: 80%, AI Maturity/Risk Adjustment: 0.9, Current Automation Proportion: 40%

Operational Efficiency Index (OEI) Score: 44%
Breakdown: Time Savings: 30%, Cost Savings: 25%, Process Improvement Factor: 0.8

Time to Benefit Realization: Medium-Term (6 months)
Existing AI infrastructure can scale quickly, with moderate time to benefit realization.

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The Workforce Reinvention Blueprint is powered by Reejig's Work Ontology™.
Visit www.resources.reejig.com/workforce-reinvention-blueprint for more information.

AI Potential Index (AIPI): Measures the potential for AI to improve efficiency, reduce costs, and enhance performance.
Operational Efficiency Index (OEI): Quantifies the expected impact of proposed changes on overall operational efficiency.
Time to Benefit Realization (TBR): Expected time to value.