

UNISON – Unified Nexus for Insurance Sales, Operations & Narratives

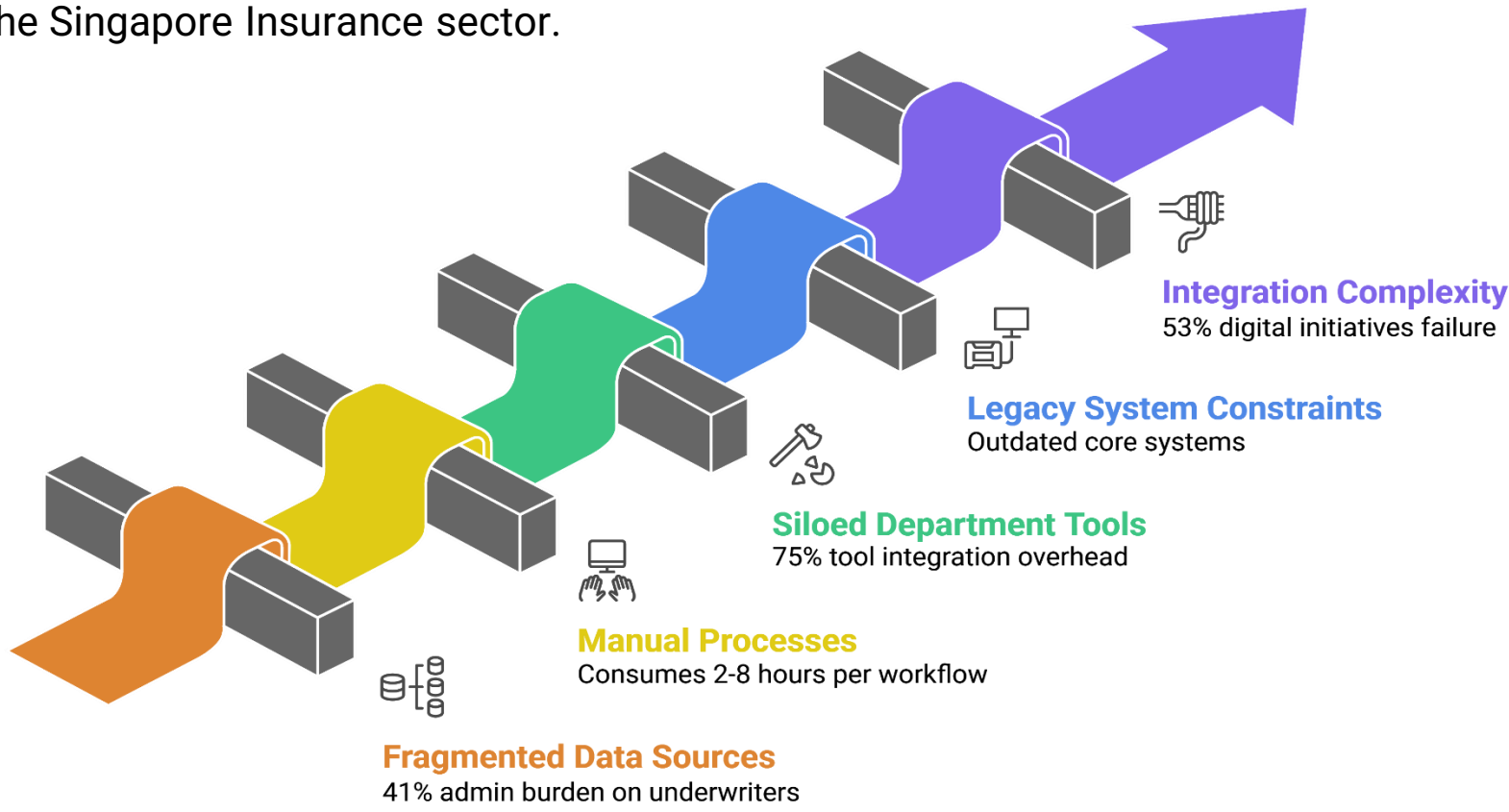
An MCP-based End-to-End Insurance platform for multi-department workflows

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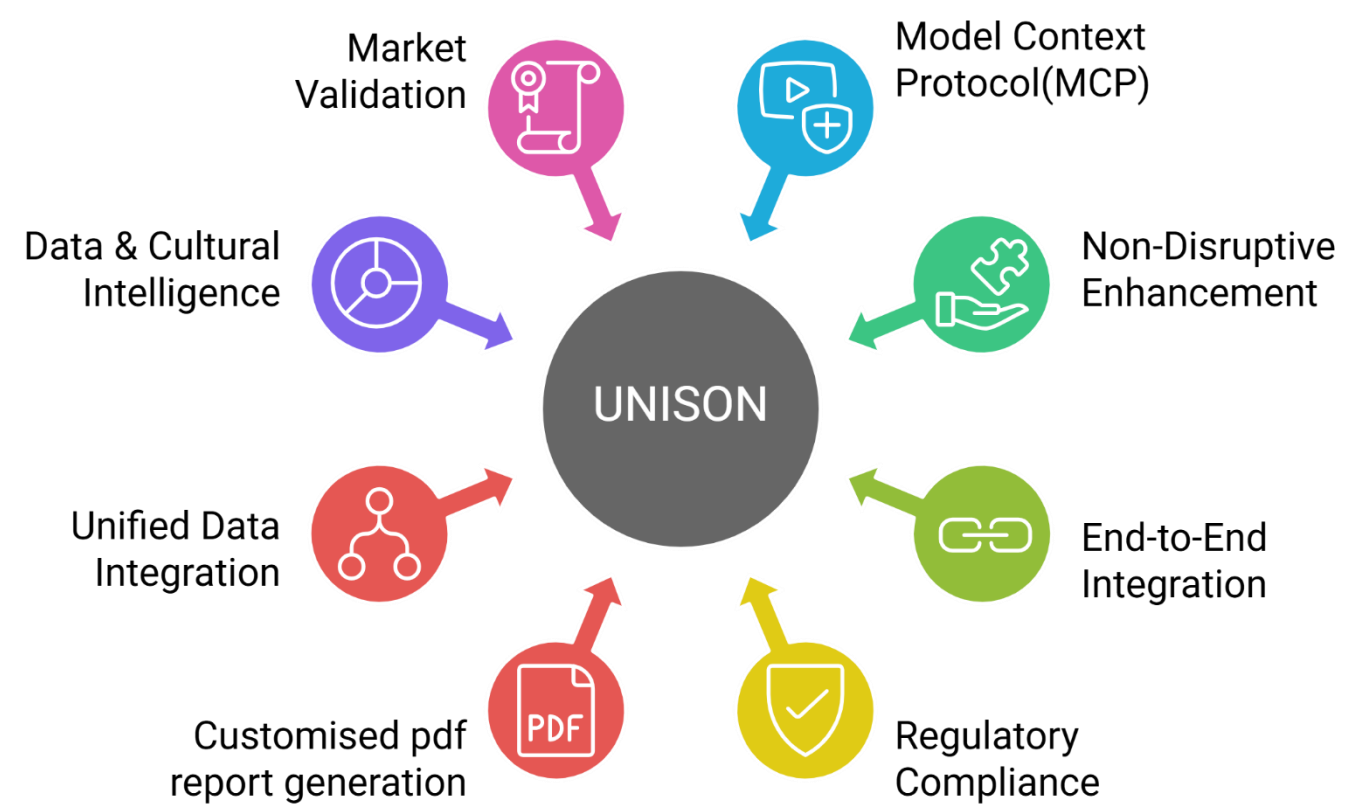
Academic Supervisor – Prof. James Pang Yan

Project Background

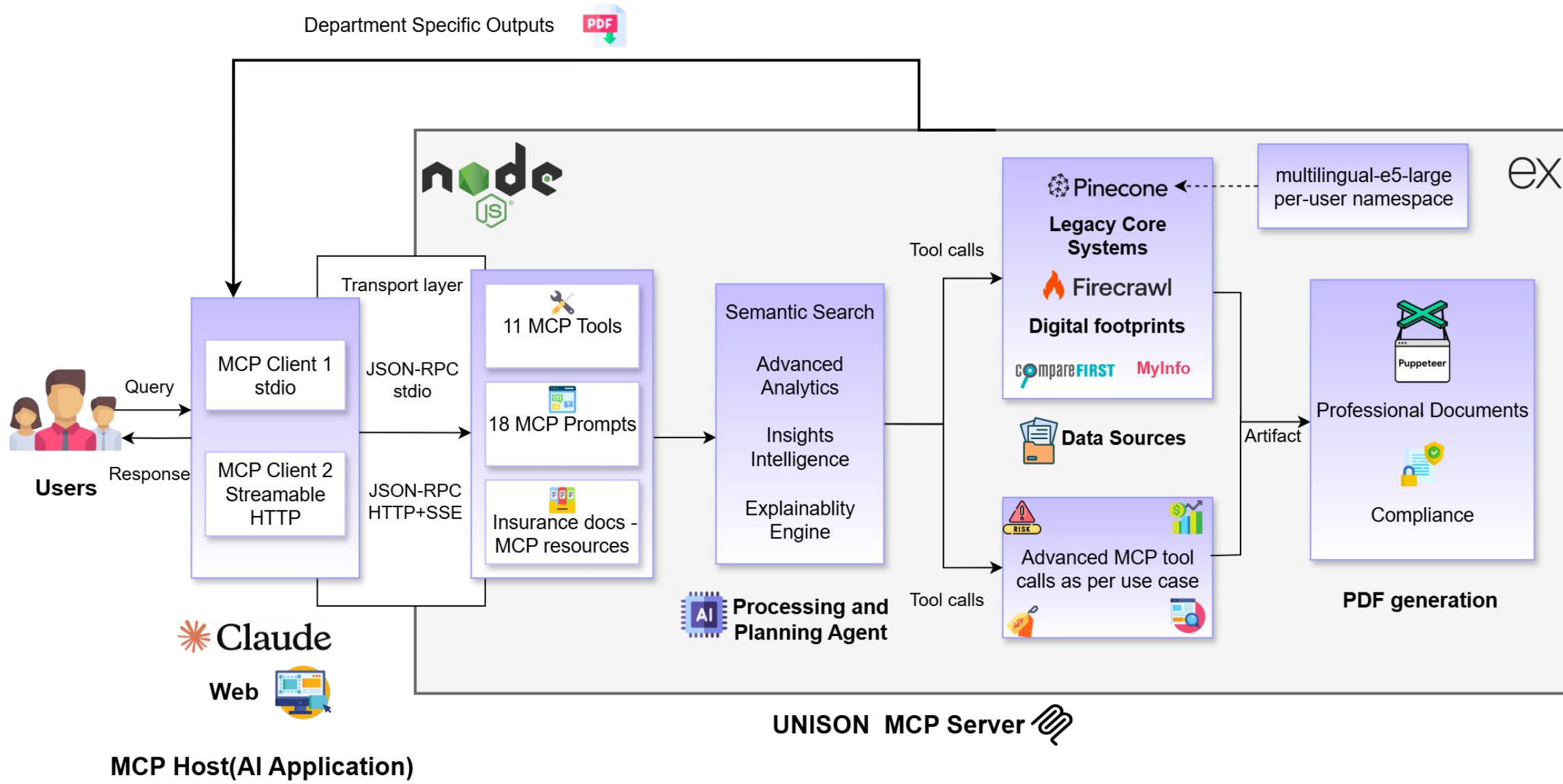
Objective – To streamline insurance operations, support explainable decision-making & improve efficiency while addressing the below industry-wide challenges in the Singapore Insurance sector.



Solution Overview



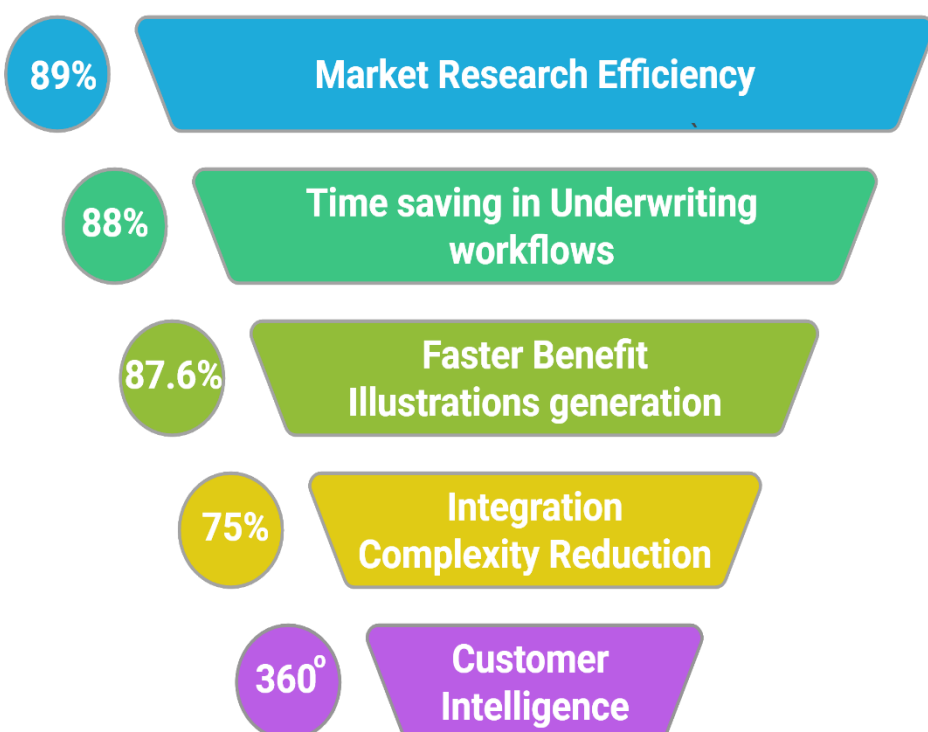
System Architecture



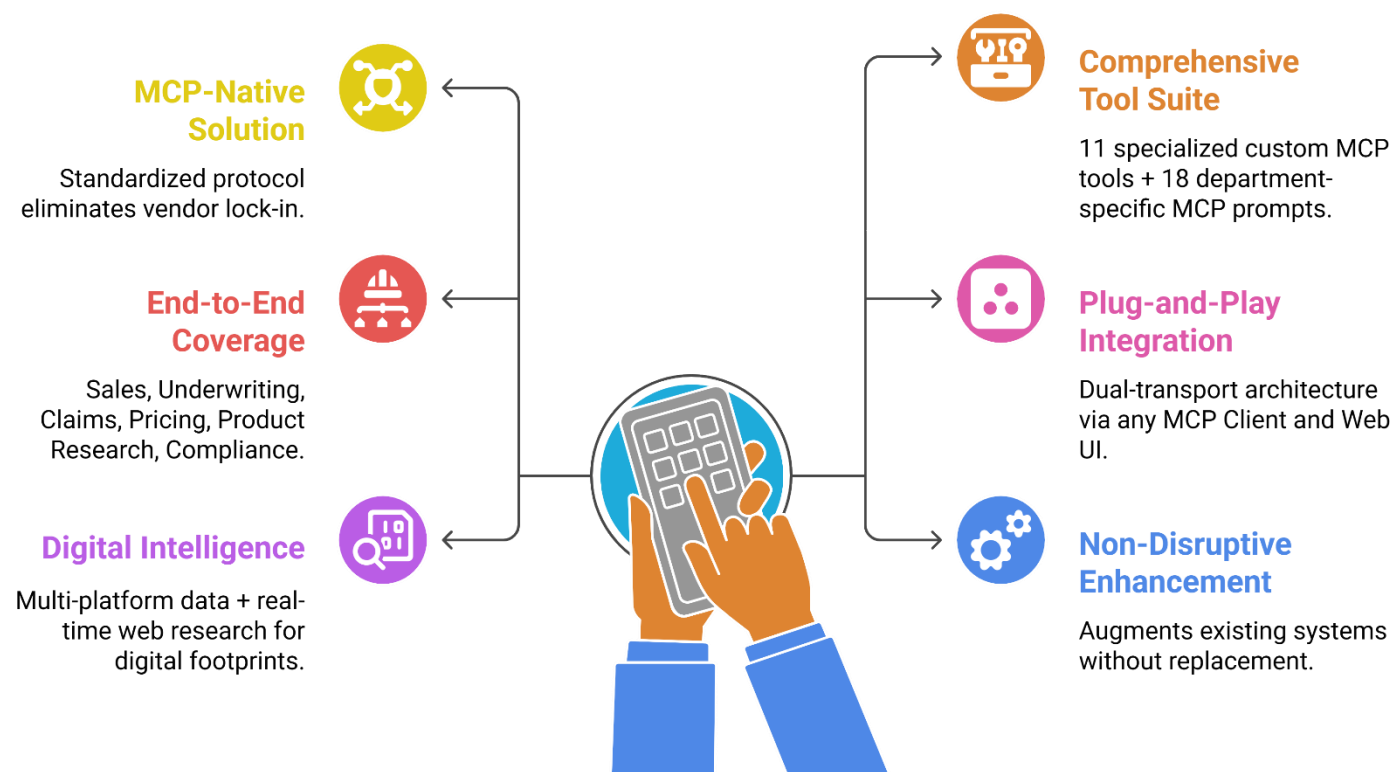
Use Cases

- Sales & Advisory**
Automated benefits illustrations, product recommendations, suitability reports.
- Underwriting**
Digital risk assessment, comprehensive case dossiers, behavioral pattern analysis.
- Product & Distribution**
Market intelligence, distribution channel analysis, sentiment analysis.
- Pricing & Actuarial**
Dynamic scenario analysis, premium calculation, Actual by Expected analysis.
- Claims & Compliance**
Fraud detection, Performance analytics dashboards, Regulatory reporting, multi-audience explainability, audit documentation.

Business Impact



Key Innovations & Differentiators



Voice of Customer

