



SUCCESSFUL GO-LIVE

THE FIRST INSURANCE AGENTIC AI

THAKDA COMMAND &
CONTROL CENTER

THE RESULTS

TAWUNIYA THE PIONEER OF SAUDI INSURANCE
BECAME THE PIONEER OF AGENTIC AI WITH
THAKDA INNOVATION HUB

91.7%

Faster Reporting
(120 min → 10 min)

110 MIN

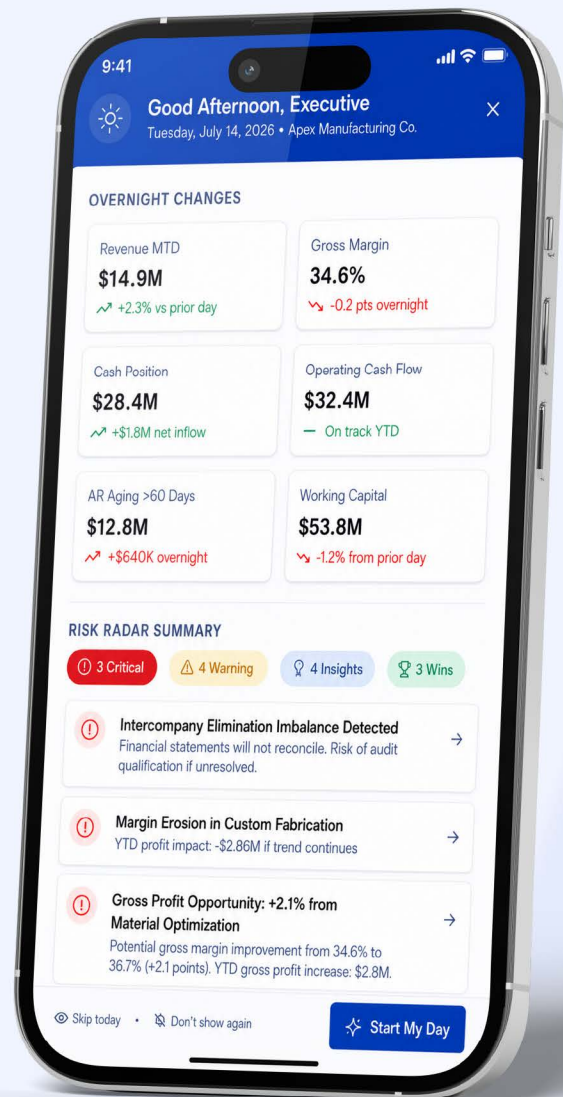
Saved Per Report
(1.8 hrs reclaimed).

ZERO

Manual Reporting Errors
& reduced burnout.

60%

Faster Incident
Resolution (62 hrs → 25 hrs)



**THE FIRST AI AGENTIC IN
SAUDI ARABIA INSURANCE**

THE CHALLENGE

MILLIONS OF TRANSACTIONS A DAY. ZERO PLACES TO SEE IT ALL AT ONCE.

1. NO UNIFIED REAL-TIME VIEW

Underwriting, claims, fraud, pricing, CRM & regulatory data existed — but never together, in context..

2. FRAGMENTED DASHBOARDS

Multiple disconnected dashboards across functions. Each business unit lived in its own report.

3. REACTIVE SLA MANAGEMENT

SLA breaches were caught after they happened — constant firefighting.

4. 120 MIN / REPORT

Manual data collection per report, driving delays, error risk, and staff burnout

5. NO AI-NATIVE MOBILE CAPABILITY

No agentic decision support on mobile for field and remote leadership.

Industry:

126 Types of Insurance Offered — Health, Motor, Property, Casualty & more.

Location:

Saudi Arabia. Headquartered in Riyadh.

Established:

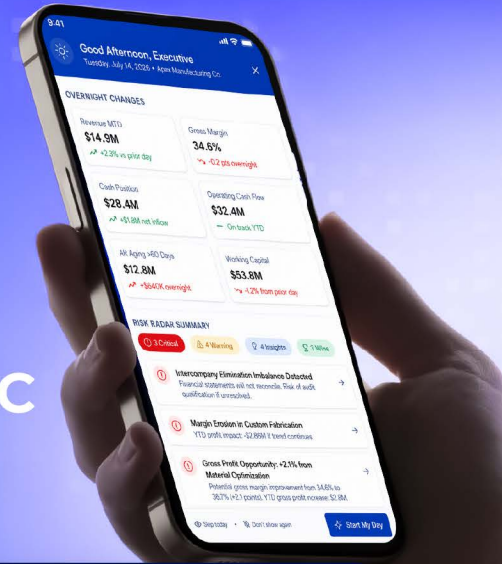
1986 — one of the Kingdom's foundational insurance providers.

Scope:

Agentic AI Application with One Command & Control Center (CCC), Mobile App, Web App

THE TURNING POINT

FROM DISCONNECTED OPERATIONS TO UNIFIED AGENTIC AI DECISION INTELLIGENCE.



THAKDA's **Command Intelligence Platform** was deployed to power the **THAKDA Innovation Hub at Tawuniya** — a secure, on-premises Command & Control Center environment, extended through a dedicated **Agentic AI Mobile Application**. Unlike other platforms that leave customers to build solutions through **trial and error**, THAKDA delivered a fully productized, **end-to-end Agentic AI application** out of the box.

1. 360° INSURANCE VIEW

One governed feed merging Health, Motor, P&C, Underwriting, Claims, SLA & Regulatory KPIs — across 10 immersive dashboards.

2. GOVERNED REAL-TIME DATA INTEGRATION

Direct, governed integration with Tawuniya's enterprise data warehouse — the single source of truth for all analytics and KPI content

3. BILINGUAL INSURANCE AGENTS.

Domain-trained Agentic AI in Arabic & English - surfaces root causes, not just symptoms, and acts autonomously where configured

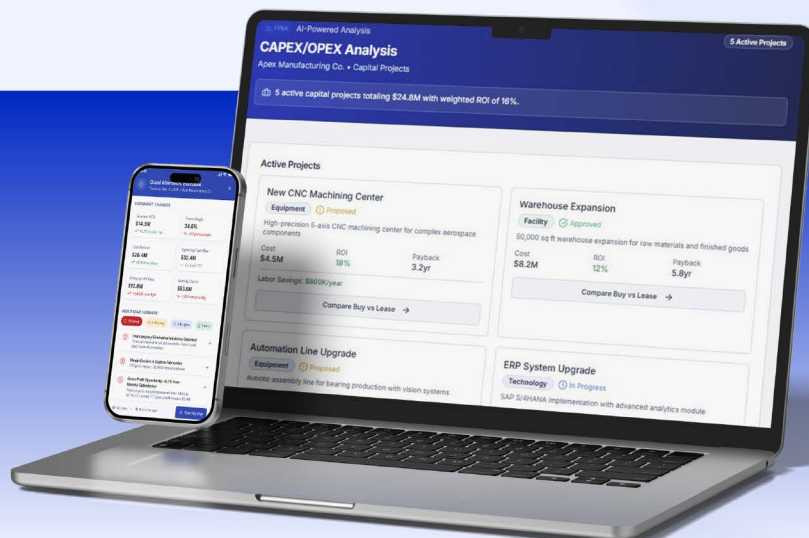
4. AGENTIC AI MOBILE APPLICATION

Mobile app — swipe-to-approve strategic actions, anywhere, with enterprise SSO & governance

THAKDA AGENTIC AI IN ACTION

**NOTICING FIRST. EXPLAINING WHY.
ACTING BEFORE A HUMAN COULD.**

Observation	What THAKDA Agentic AI Did
Manual Reporting Bottleneck & High Error Risk	Transformed 120-minute manual reporting into a 10-minute automated, one-click process. Guaranteed real-time accuracy and zero manual collection errors.
Motor SLA approaching breach on a weekend	Auto-escalation triggered, owner notified via mobile, claim resolved before the window expired—no breach recorded.
Unusual volume spike in Health claims	Pattern identified the same day before manual review would have caught it. Investigation opened before the pattern widened.
Underwriting file approaching regulatory expiry	Agentic AI flagged the file, identified the responsible team, and sent an escalation with documentation attached. Submission completed on time.



THAKAA-DPC.AI



INTELLIGENCE EVERYWHERE

CONTACT US

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