



TRANSFORMATION ACROSS THE INSURANCE ECOSYSTEM

Transformation isn't a project; it's a system of performance.

Voyage helps insurers make it measurable, repeatable, and human.

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TRANSFORMATION ACROSS THE INSURANCE ECOSYSTEM



DELIVERING MEASURABLE TRANSFORMATION ACROSS

Property & Casualty, Workers' Compensation, Life & Annuities, Specialty, and Health Insurance.

Voyage Advisory partners with insurers across all major segments to modernize how they operate, engage, and evolve.

Our work spans operating model redesign, customer & member experience transformation, governance and excellence frameworks, digital enablement, and responsible AI deployment.

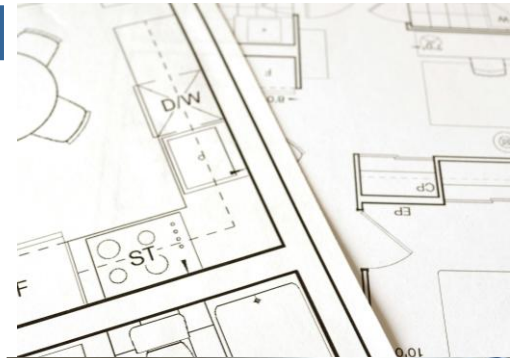
We combine deep insurance domain knowledge with agile delivery models that drive measurable ROI, adoption, and sustained performance improvement.

Modernizing How Insurers Operate

Voyage redesigned operating models across P&C, Workers' Compensation, Life & Annuities, Specialty, and Health Insurance—simplifying workflows, governance, and decision-making to improve agility and reduce cost.

10-25%
productivity gains

20%
faster cycle times



Reimagining Service & Experience

Unified CX/EX programs integrate analytics, workforce optimization, and contact-center excellence, bridging empathy and efficiency to boost satisfaction and loyalty.

+12-18%
FCR

10-15%
handle time

+12-15
NPS points



Embedding Transformation as a Discipline

Voyage designs and launches Transformation & Operational Excellence Offices that unify governance, benefits tracking, and change management into one continuous system.

15-20%
higher ROI realization

20-25%
faster delivery



Some clients we've worked with...



DELIVERING MEASURABLE RESULTS THROUGH DIGITAL, AI & HUMAN-CENTERED TRANSFORMATION



Driving Readiness for Core & Cloud Platforms

Voyage leads adoption and change programs for enterprise systems across claims, billing, and finance, ensuring that technology investments translate into measurable business outcomes.

70-80%

adoption readiness

25-30%

rework reduction



Applying AI Responsibly in Regulated Environments

In collaboration with a top Silicon Valley AI leader, Voyage developed secure, private LLM solutions that automate documentation and compliance workflows while preserving human oversight and regulatory integrity.

40-50%

reduction in manual review time

Full regulatory

compliance maintained



Elevating Workforce Performance & Culture

Voyage builds adaptive, high-performing workforces by integrating management systems, advanced analytics, and leadership development programs that translate strategy into consistent, measurable execution.

10-25%

efficiency gains

+10

engagement points

WHY LEADING INSURERS PARTNER WITH VOYAGE ADVISORY

What We Deliver

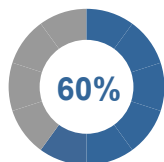
- **Cross-segment expertise:** P&C, Workers' Comp, Life & Annuities, Specialty, and Health Insurance.
- **Proven frameworks** for governance, AI adoption, and operational excellence.
- **Scalable engagement models**—advisory, managed, or co-sourced.
- Demonstrated results with **measurable ROI** and sustained adoption.

Case Studies



CX & Digital Transformation for a Health Insurer

Voyage helped a top health insurer unify operations, shift 22% to digital, boost resolution by 20 points, and cut costs 19%.



AI-Enabled Transformation for a Multi-Line Carrier

Voyage and a Silicon Valley AI leader built a private LLM that cut review time 60%, improved turnaround 40%, and ensured full audit traceability.



Transformation & Excellence Office for a Life & Annuities Carrier

Voyage built a Transformation & Excellence Office that unified governance and change efforts, increasing throughput 25% and accelerating ROI tracking enterprise-wide.