
RISK
SUPERCHARGED
2026 KONnect

What's New & What's Next with Analytics and AI



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What's New | Key Enhancements & Improvements

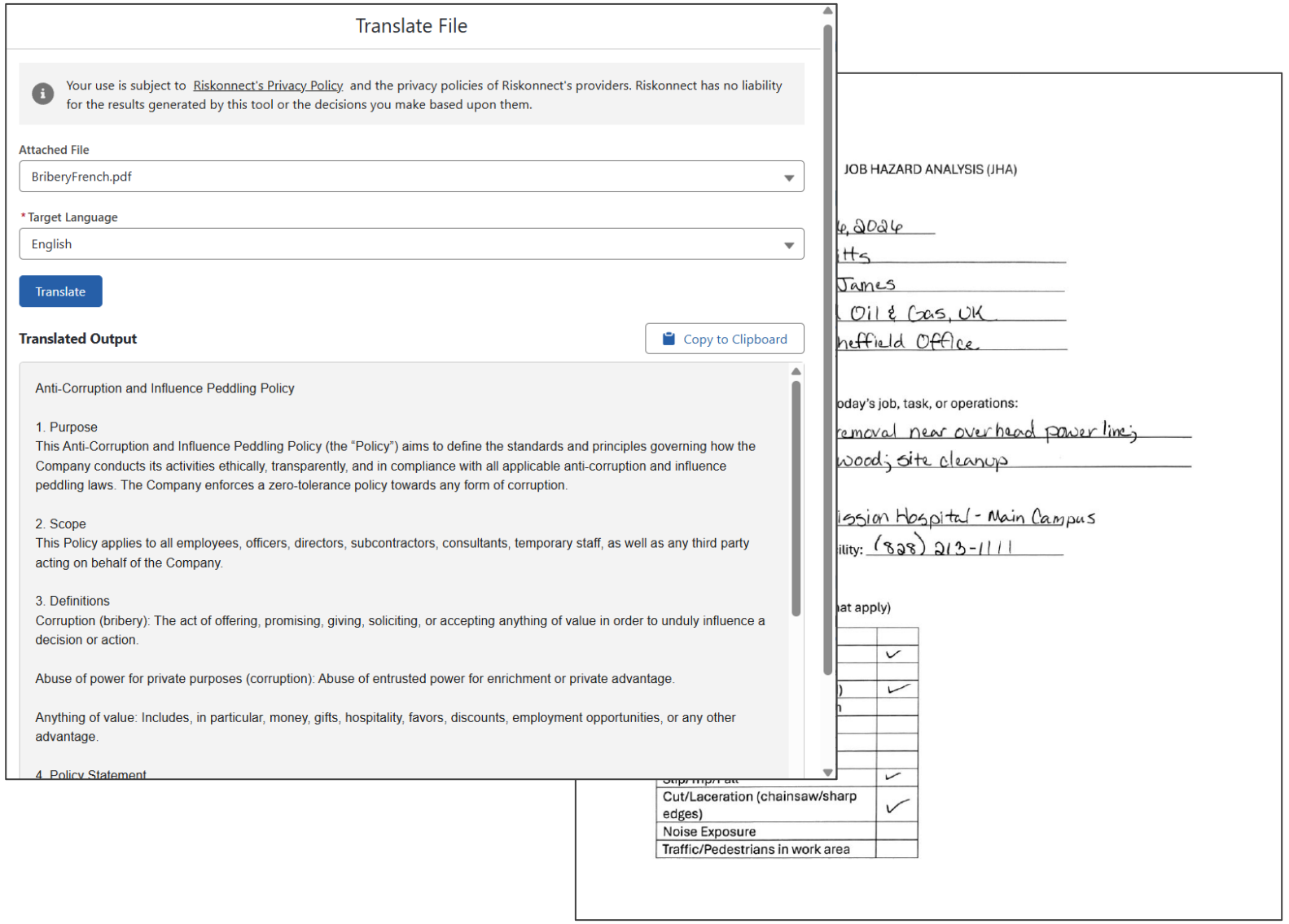
1. Cut the busy work
2. Coauthoring Content
3. Foresight and Early Warning
4. Assurance and Readiness



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What's New

Cut the busywork

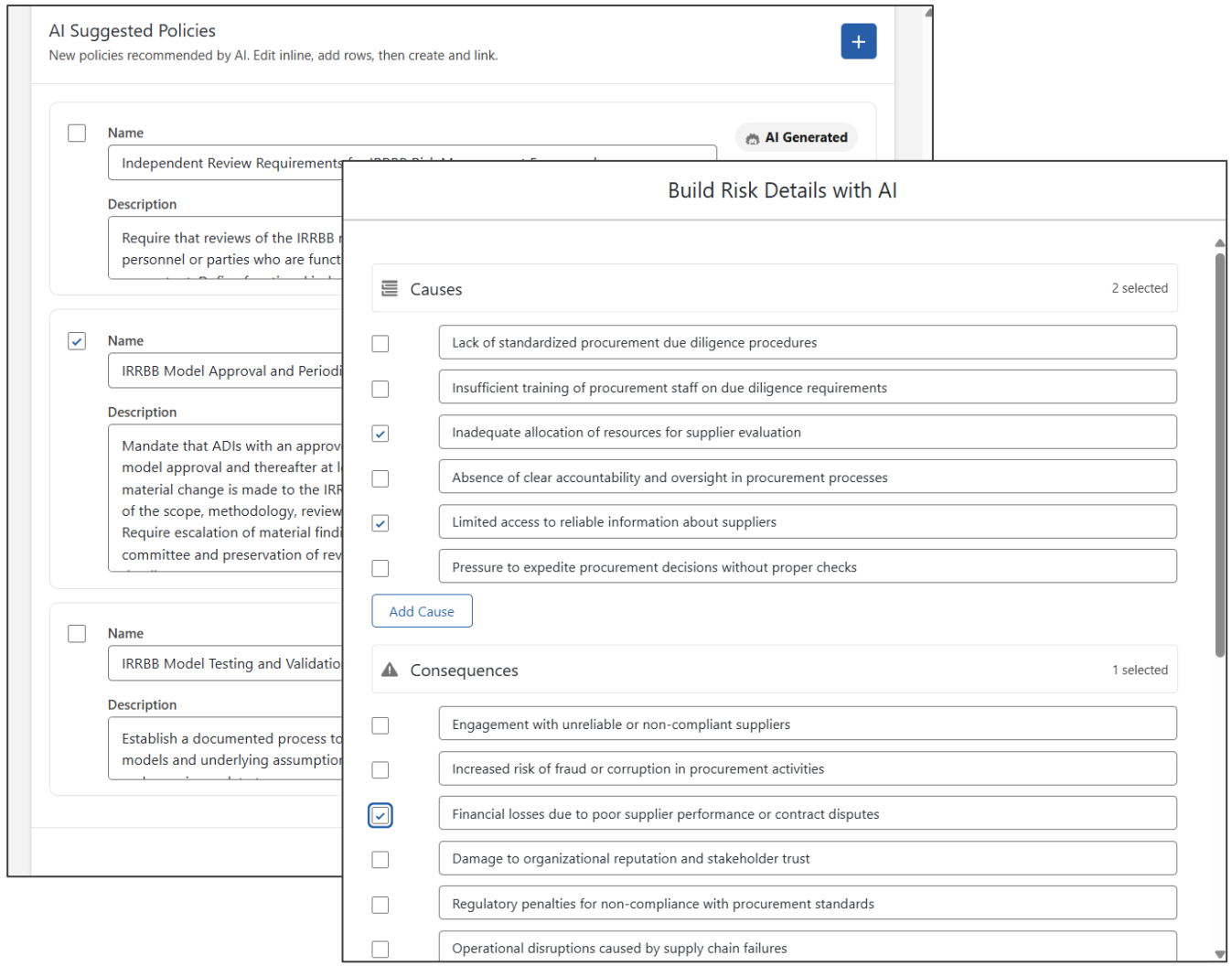


Data arrives understood and it enters itself, because busywork was never the job.

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What's New

Coauthoring Content

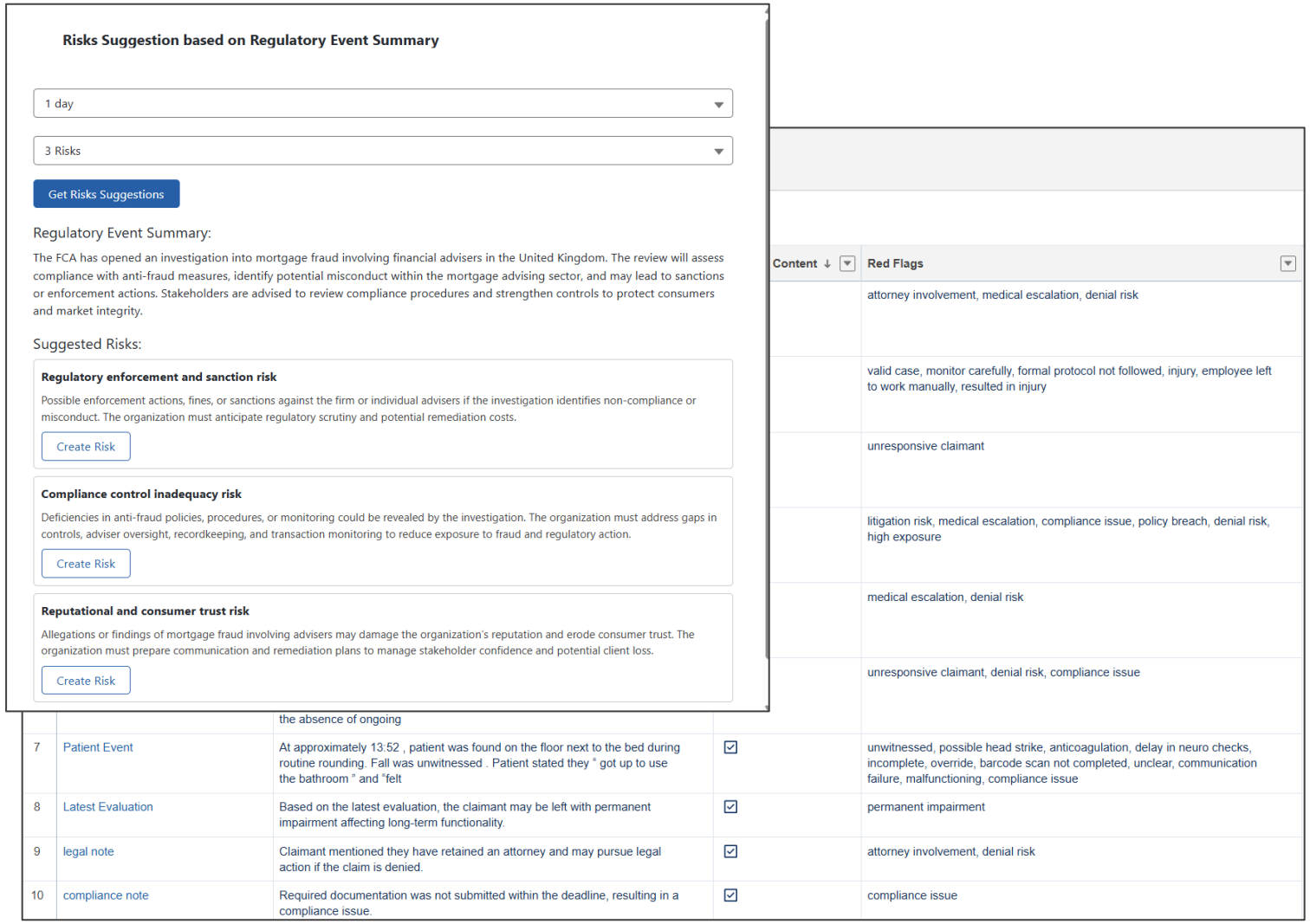


From a blank page to a complete record, coauthored by AI and your experts

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What's New

Foresight & Early Warning



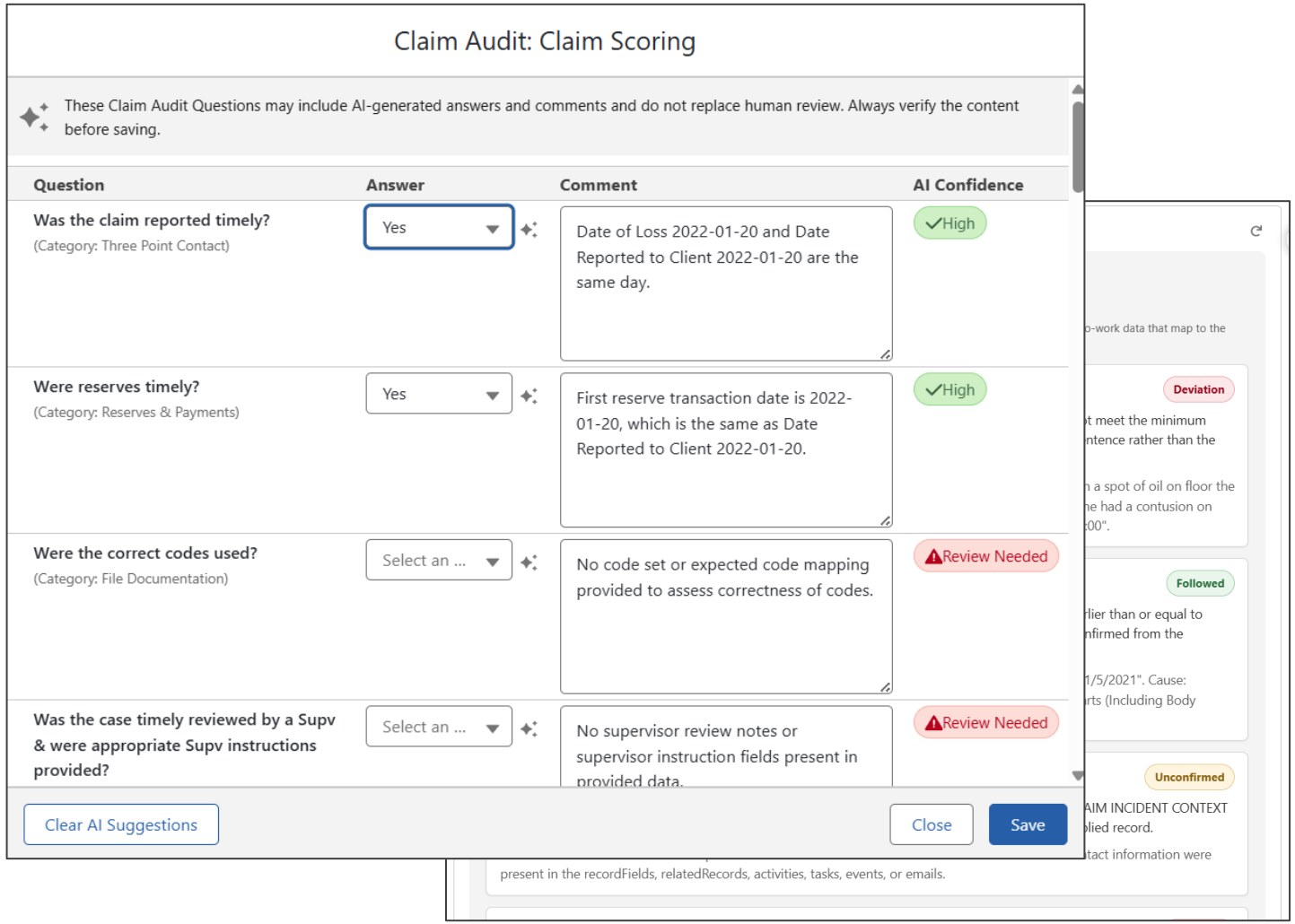
				Content ↓	Red Flags
					attorney involvement, medical escalation, denial risk
					valid case, monitor carefully, formal protocol not followed, injury, employee left to work manually, resulted in injury
					unresponsive claimant
					litigation risk, medical escalation, compliance issue, policy breach, denial risk, high exposure
					medical escalation, denial risk
					unresponsive claimant, denial risk, compliance issue
		the absence of ongoing			
7	Patient Event	At approximately 13:52 , patient was found on the floor next to the bed during routine rounding. Fall was unwitnessed . Patient stated they " got up to use the bathroom " and "felt	☑		unwitnessed, possible head strike, anticoagulation, delay in neuro checks, incomplete, override, barcode scan not completed, unclear, communication failure, malfunctioning, compliance issue
8	Latest Evaluation	Based on the latest evaluation, the claimant may be left with permanent impairment affecting long-term functionality.	☑		permanent impairment
9	legal note	Claimant mentioned they have retained an attorney and may pursue legal action if the claim is denied.	☑		attorney involvement, denial risk
10	compliance note	Required documentation was not submitted within the deadline, resulting in a compliance issue.	☑		compliance issue

Know before it's a problem. And know your next move.

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What's New

Assurance and Audit Readiness



Catch what slipped, before someone else does.

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4 stages of AI

Machine Learning
1990s →



- **Finds patterns** in historical data
- **Uses** training, neural networks, deep learning
- **Still needs** human oversight for fraud, risk and incidents

Generative AI / LLMs
Late 2022 →



- **Understands** text, code and images
- **Uses** semantic reasoning (not just keywords)
- **Where you see it** summarising, drafting, classifying, translation

Agentic AI
2025 →



- **Uses** tools & workflows
- **Handles** multi-step tasks
- **Where you see it** routing, reconciliation, software development, research

What comes next
2026–28+



- **Longer horizons** agents over hours, then days
- **Smaller models** domain-tuned, cheaper to run
- **World models** simulate physical reality
- **What's next** run → report → act → validate and keep inside your control

From pattern recognition → to generative understanding → to autonomous action → to a more capable future

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Risks in using AI solutions

Model behaviour changes after deployment

- Trained models degraded over time in 91% of 128 model and dataset pairs tested
- Hosted language models shift when the provider updates them, with GPT-4 accuracy on one maths task falling from 84% to 51% in three months
- Models do not inherently signal that their behaviour has moved

Vela et al., Scientific Reports (2022), tabular ML models. Chen, Zaharia and Zou, Harvard Data Science Review (2024)

Leading models still get things wrong

- Hallucination rates of 22% to 94% across 26 top models on one accuracy benchmark
- Accuracy drops sharply when a false premise comes from the user
- Safety and factuality results are rarely published by model developers

Stanford HAI, 2026 AI Index Report, Responsible AI chapter

Incidents are rising alongside adoption

- Global AI incidents are increasing year on year
- AI adoption grew more over the same period
- Self-rated incident response worsened as incident volume grew

AI Incident Database and AI Index survey data, Stanford HAI 2026 AI Index Report

Oversight is lagging deployment

- 51% of organisations using AI report at least one negative consequence
- Inaccuracy is the most common cause of those consequences
- Explainability is widely reported as a risk and rarely mitigated

McKinsey, The State of AI Global Survey (2026)

AI Control plans

Model behaviour changes after deployment

Feedback loops where they add value

- Accuracy is tracked for as long as a model is live, not only at training
- Sampled human review of language model output
- Reviewed outputs feed the next training cycle

Leading models still get things wrong

Input and output logging

- Every request and every response is recorded
- Logs separated by tenant, retention policy applied
- Any answer can be traced back to exactly what produced it

Incidents are rising alongside adoption

Operational monitoring

- Usage volume, latency and failure rate tracked per feature
- Alerts when a feature moves outside its expected range
- We work from the numbers rather than waiting for a support ticket

Oversight is lagging deployment

Universal AI governance model

- One model applied to every AI feature Riskonnect builds and maintains
- Governance requirements are set when a feature is designed
- A registered owner and a logging standard for every feature

What's Next

From accident description to accurate claim coding

AI-powered. Rule-enhanced. Validation Loops.

1 Accident description

"The claimant slipped on a wet floor in a supermarket, fell and injured their right knee. They were taken to hospital for treatment and had an MRI scan."

Free text from insurance claim

2 Business Rules

Simple, high-confidence rules for a few conditions

- **e.g. obvious keywords** ("electrocution", "burn")
- **specific codes** (e.g. road traffic)
- **mandatory fields** (e.g. date, location)

Fast, deterministic handling where possible

3 LLM based coding

LLM

- Understands context and dependencies
- Narrows down choices to ensure accuracy
- Uses claim data, industry knowledge and coding taxonomy

4 Confidence & Justification

92%

Confidence

Justification

"The description mentions a slip on a wet floor in a supermarket, with a right knee injury and hospital treatment. This maps to:
Nature of injury: Sprain
Source: Fall
Body part: Knee (right)
..."

5 Validation loop

Checks outputs against the original model parameters

- Consistency with input data
- Valid codes only
- Dependency rules met
- No hallucinations

Feedback to improve accuracy

6 Structured output

- **Nature of injury** Sprain
- **Source** Fall
- **Body part** Knee (right)
- **Injury type** Soft tissue injury
- **Confidence** 92%
- **Justification** See above

Accurate, explainable, ready for downstream systems

Higher accuracy
Combines AI with rules and validation

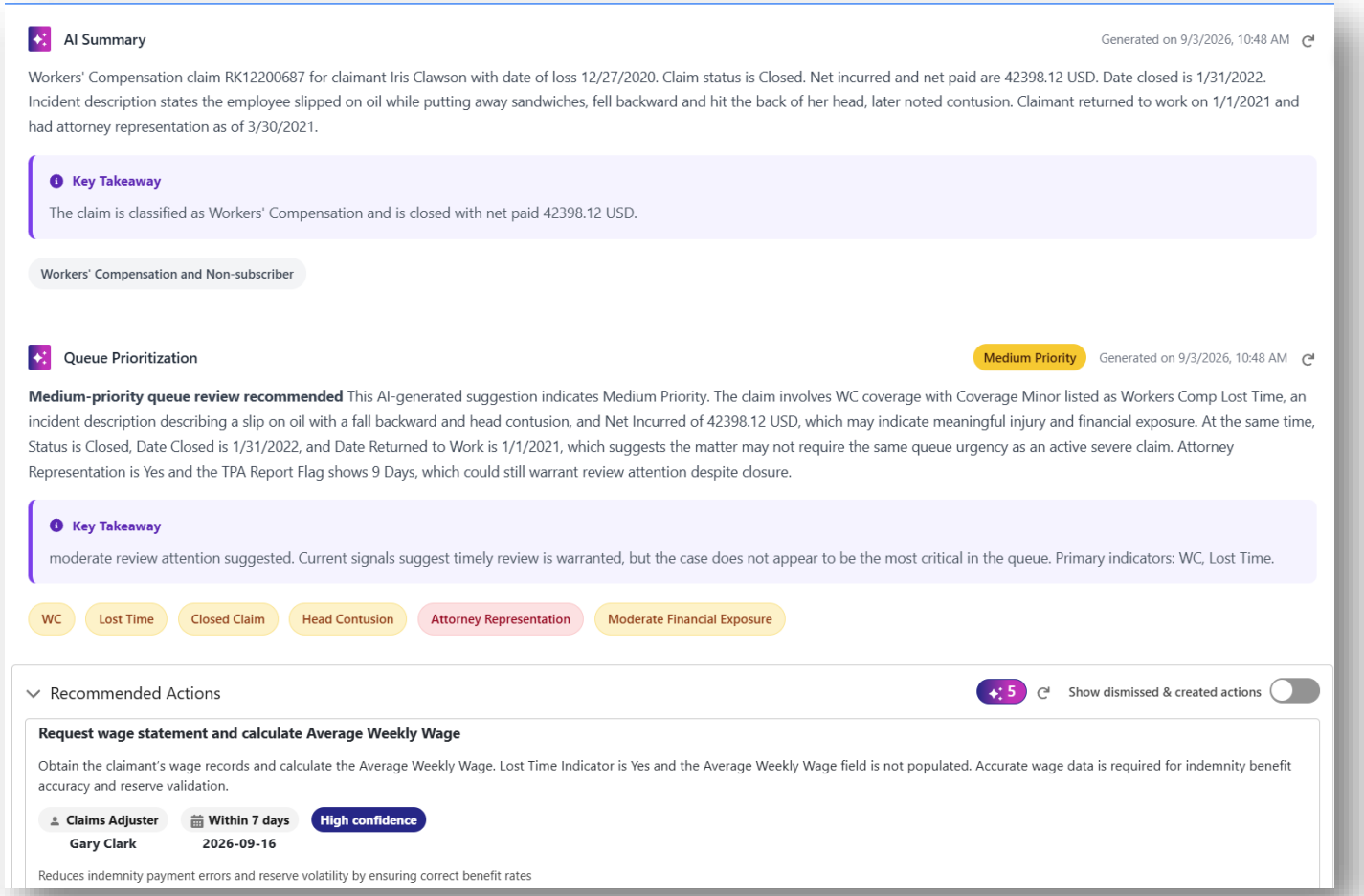
Faster processing
Automates complex coding decisions

Reduced risk
Checks for hallucinations and enforces consistency

Better outcomes
More accurate claim data and improved operational efficiency

What's Next
Action Centers

Every record opens with the reading done and your next move already suggested.



- Summarization
- Queue Prioritization
- Recommended Actions
- SOP Deviation
- Cross-record pattern matching

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What's Next

Connected Risk

You work in Riskonnect, while your agents work wherever needed.

- Bring every system's data into one risk picture.
- Reach live into the systems you already run with MCP servers or APIs.
- Put your agents to work on your own sites, on Digital Experiences or other web apps.
- Pull in the outside world as it changes with live data from internet.



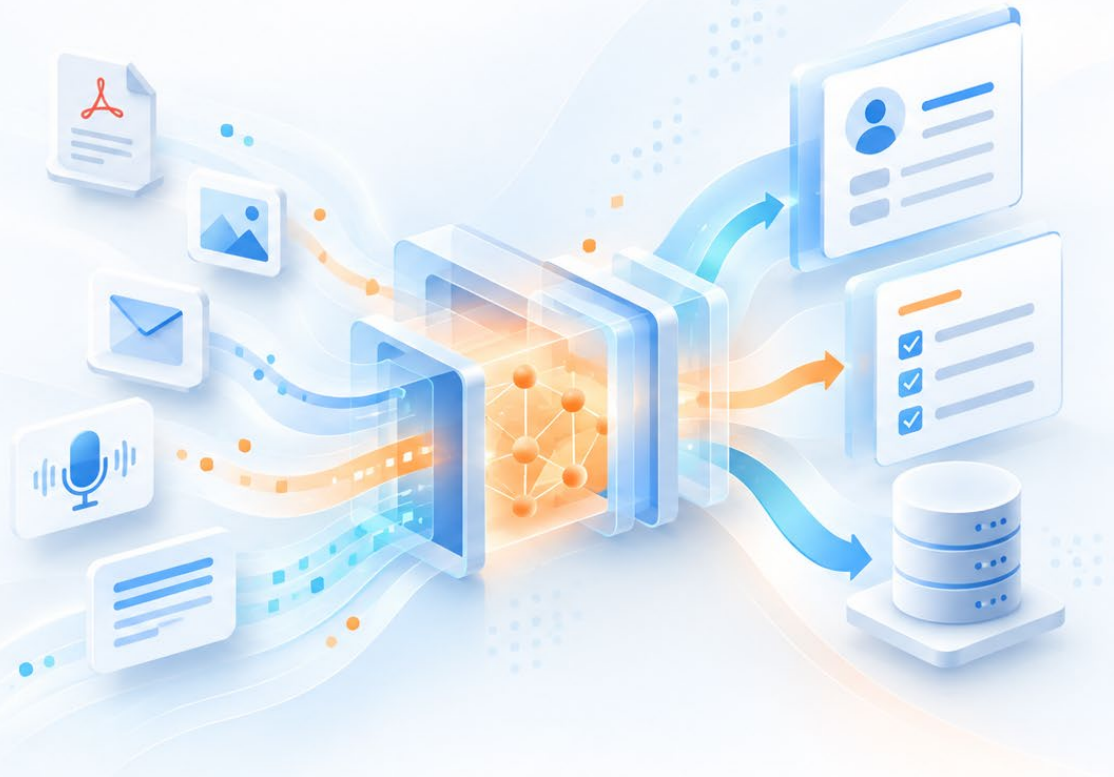
What's Next

Extended Data Extraction

Trapped in a PDF, an image, an audio file?

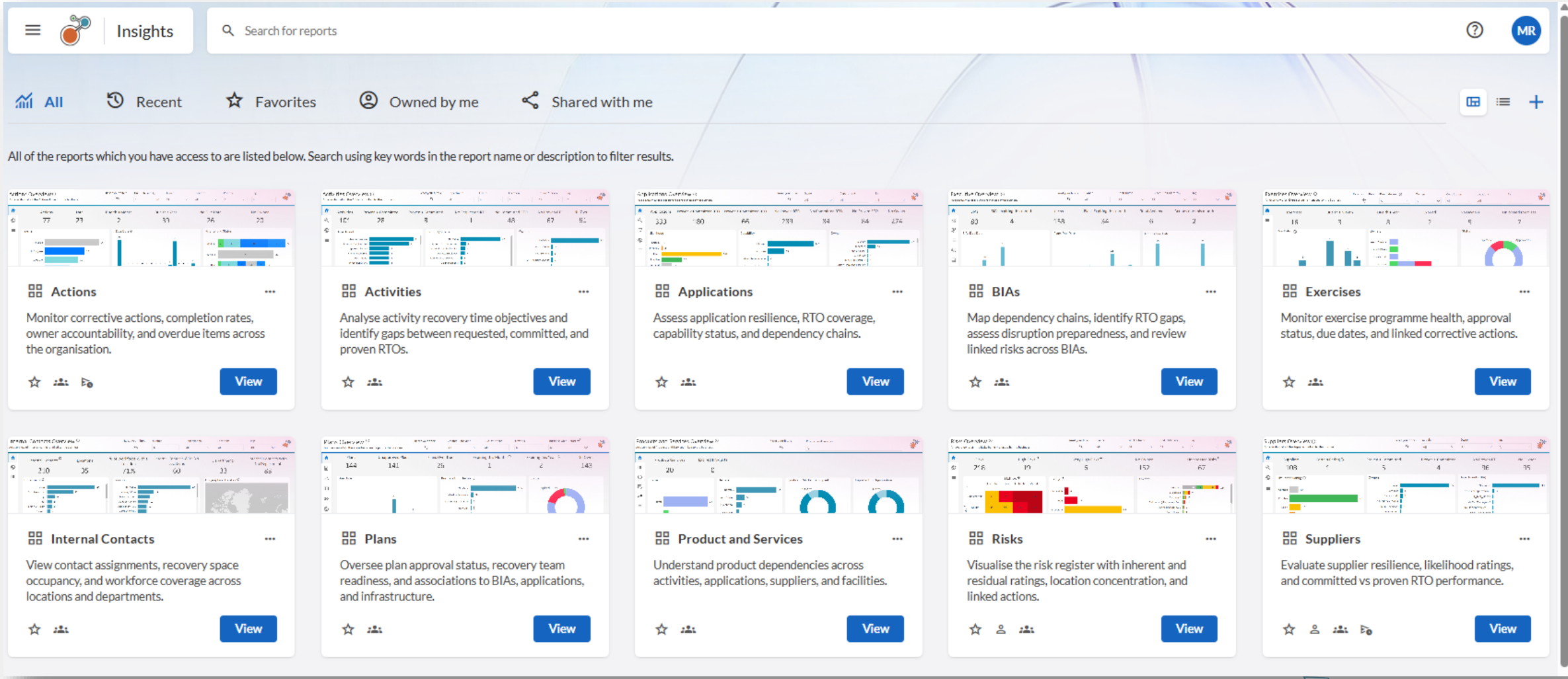
AI reads it and the record fills itself…

- Forward an email, get a record — any record, not just Claims
- Drop in a PDF and watch the fields fill
- Let a photo trigger the right workflow
- Turn free-text notes into guided next steps



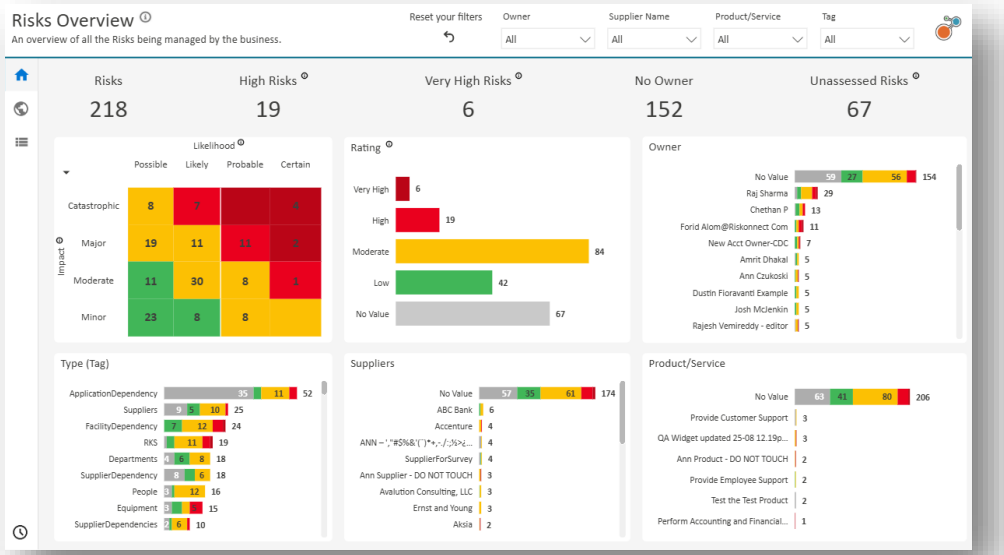
What's Next

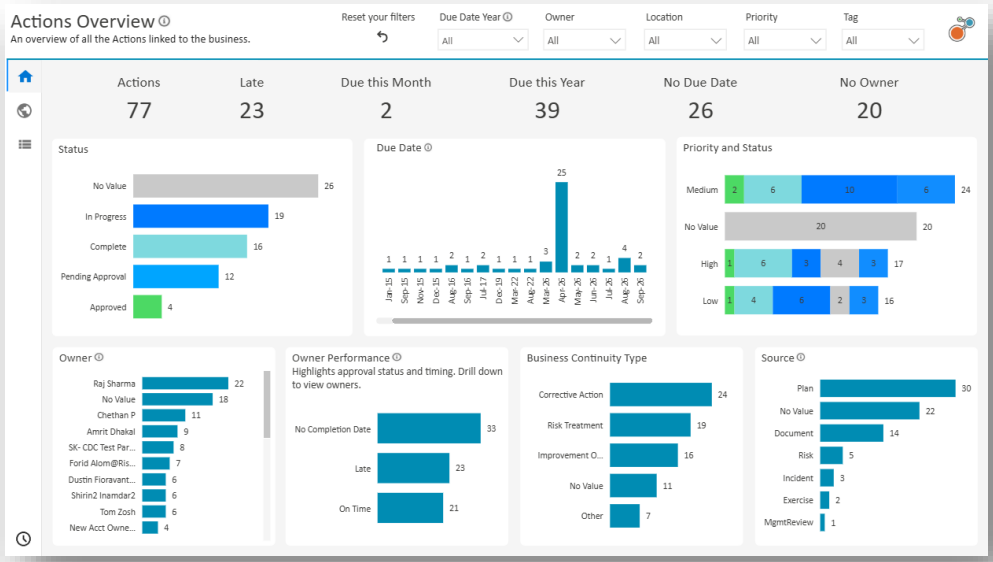
Riskonnect Insights - Resilience

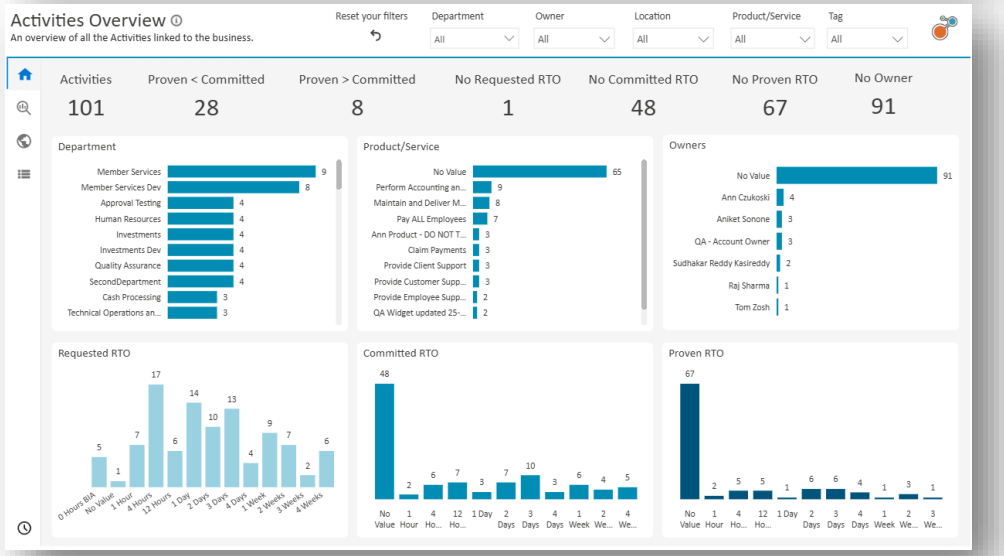


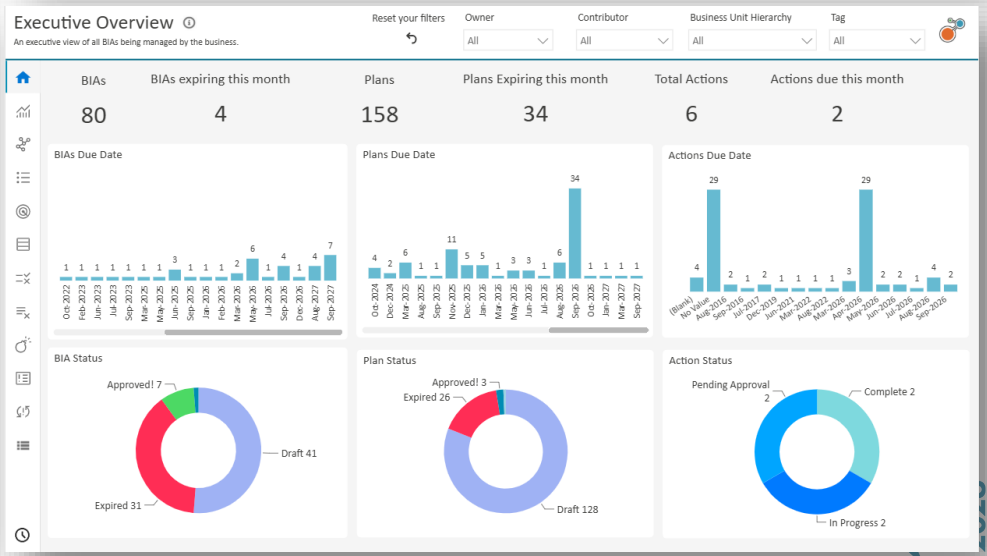
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What's Next
Riskonnect Insights









What's Next
Riskonnect Insights

1 Report experience

- Prebuilt risk reports
- Interactive Power BI and paginated reports
- Quick find and favourites
- Self-service report authoring

2 Distribution and output

- Export to PDF, PowerPoint, Excel, Word
- Email subscriptions
- Multi-factor authentication on download

3 Access and governance

- Viewer / editor / administrator roles
- Groups and report sharing
- Row level security
- Event logging and change history

4 Data and semantic layer

- Curated Riskonnect datasets
- Continuous sync and transform though a medallion architecture
- Fabric semantic models

5 AI and assisted analytics

- Natural language query agents over the semantic model
- Report generation and distribution
- Fabric MCP server
- Audit-logged AI queries

UNDERLYING DATA FLOW



Get involved!

- **Reach out** to your Customer Success Manager (CSM) to get started with new features
- **Set up** a roadmap stewardship session
- **Sign up** for the product council
- **Add ideas** to the portal

QUESTIONS

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THANK YOU
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