

Introducing the insurance system you can talk to

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BAIS insurance technology has launched iBAIS 3.0 with advanced speech and AI capability. In an Australian-first for a leading insurance system, it has been AI-enabled, making it easier than ever for brokers and underwriting agencies to bring 100% of their data to life.

For years, insurance systems have been saddled with developing reports and dashboards that clients say they want. Invariably, these end up being hard to navigate and not extensively used. Now, equipped with natural language processing, iBAIS can answer any question about your data, create charts and dashboards as well as provide insurance knowledge simply by speaking to it.

In addition to powerful data query functions, iBAIS 3.0 will come with an insurance knowledge database and build your own dashboards, with development underway for email workflow and a virtual assistant for every user.

System security and data integrity remain at the heart of iBAIS 3.0. BAIS has heard about numerous brokers using ChatGPT to write their client emails. What many do not realise is that this puts client sensitive information onto the world wide web forever. BAIS' ChatGPT tools are ringfenced and any iBAIS enquiry, that uses the web, automatically has any personal data such as account numbers, addresses, names etc, removed beforehand.

When you ask it an insurance knowledge related question, responses are driven by leading insurance knowledge management platform iNavigator. Users can be confident that the answers given are correct – and apply to Australia.

These major functionality improvements stem from the digital laboratory BAIS established with clients, including Stirling Insurance, a couple of years ago. BAIS has always been committed to working with its clients to ensure system development matches their needs.

When BAIS showcased the new iBAIS capabilities to clients, the response was emphatic:

- “This saves us beyond hours of time. We love all the reporting stuff” – **Michelle Tritton, Brooklyn Underwriting**
- “The iBAIS AI integration is awesome” - **Kuber Pandey, Assured Insurance Brokers**
- “The new AI capabilities in iBAIS 3.0 make it incredibly easy to explore and understand our data—it's like having a smart assistant that instantly surfaces insights” - **Carla Estrella, Stirling Insurance**

“This is the biggest leap in insurance systems since BAIS pioneered operating in the cloud. Most companies only ever scratch the surface with how they get value from their own data. Now clients can create and save reports just by speaking to the system”, stated David Hampton, CEO BAIS.

“Just imagine an underwriter going to see a broker and asking iBAIS as they enter the door, “What renewals does Sharon have this month?” or a broking manager asking how many cyber policies they have at their Wagga Wagga branch? With answers coming back in matter of seconds, and no system knowledge or report formatting required, it is a genuine game changer.”

He added, “We often have clients talk about their challenges with implementing CRM systems. We’ve found the new AI-driven capabilities of iBAIS 3.0 make it look and feel a lot like a CRM system, with the responses coming directly from their ‘golden records’ kept securely within the iBAIS insurance system. The high integrity, rich data held in iBAIS is the ideal way to realise all the productivity and benefits promised by AI.”

New users get a helping hand too. iBAIS 3.0 will incorporate an enhanced, AI-driven help function that makes learning and using the system a much simpler process.

iBAIS 3.0 is now available to new and current users, with the full suite of capabilities due to be finalised by the middle of 2026.

Editor's notes

BAIS provides insurance systems and solutions for the insurance industry. It has lived and breathed the Australian insurance market for 32 years. iBAIS 3.0 represents a leap ahead with AI-driven improvements including easy access insurance knowledge, natural language data queries, 24/7 user assistance,

The Australian-based team ensures the delivery of a robust system, sound data security and flexible access for your people 24/7 – delivered via the cloud.

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