msg.ask:it

AI-supported knowledge platform
for the insurance industry

Increased efficiency through optimised knowledge transfer

The availability of knowledge resources is an important production factor for insurers – especially against the backdrop of a growing shortage of skilled workers. msg.ask:it is an AI-supported knowledge platform for the insurance industry that provides information quickly, conveniently and efficiently. The standard software enables precise and context-related searches across large quantities of sources in various formats – from PDF documents to Jira tickets. Users receive high-quality answers to their questions in real time, which speeds up processes, improves knowledge transfer and increases efficiency in everyday work.

Semantic search based on state-of-the-art AI technology

Using semantic search technology and a powerful language model, msg.ask:it recognises semantic relationships and delivers relevant information even when exact search terms are not used. The knowledge is immediately available, like a digital assistant. The tool provides targeted support to specialists – for example, in product development or complex contract processing – and minimises knowledge loss within the company.

Ongoing expansion of the source base

The initial population of msg.ask:it includes standard documents on msg life software solutions. The content is continuously updated and will be expanded in future stages to include sources such as Confluence, web search and source code repositories.

Personal workspace

In their personal workspace, users can upload, manage and search for their own documents. This allows company-specific or user-specific content to be edited in isolation.

Setting up a group workspace

msg.ask:it offers an upload function for setting up a group workspace with a comprehensive authorisation concept and metadata control to give employees secure access to specific resources for effective collaboration.

Support for batch queries (question catalogues)

msg.ask:it supports the upload of a complete question catalogue (batch mode). All questions are automatically executed against a selected domain or the personal workspace.

Multiple AI assistants for different work scenarios

msg.ask:it provides a consistently AI-supported chat. Depending on the selected scope of services, users can choose between different digital assistants, each with their own strategies and functionalities (including deep research) and resource access.

Multilingual

msg.ask:it is currently available in German, English, French, Dutch, Slovak and Spanish. Knowledge is available regardless of the language selection.

Regulatory security

msg.ask:it meets all requirements of the AI Act and applicable standards for transparency, traceability and explainability. The processes used are subject to continuous quality assurance.

Continuous development

The application is continuously being developed to expand tools and range of functions.

Ready for use – as SaaS

msg.ask:it is provided as a ready-to-use online application with secure access from data centres based in the EU. The solution runs on an AWS platform that meets all regulatory requirements relating to DORA as well as data protection and security standards. msg.ask:it is provided for each sub-inits own virtual private cloud (VPC) to guarantee strict client and data separation.

Pay-per-use

ensures maximum cost transparency and flexibility.