

AI vs. Outsourcing: What scales smarter?

Quandri ☼

Outsourcing slows you down. AI moves you forward.

The way you scale your personal lines renewals has a direct impact on growth, client satisfaction, and compliance. To manage staffing shortages and burnout, many agencies and brokerages turn to outsourcing — though it often introduces new inefficiencies and risks that undercut its appeal.

AI-powered automation, on the other hand, eliminates manual effort instead of redistributing it, giving your team the bandwidth to focus on client relationships, revenue growth, and strategic priorities.

But not all AI is created equal...

Some outsourcing firms now offer AI, but most are retrofitting technology onto outdated workflows. These solutions often lack the data governance and client service standards needed to meet industry demands. Limited oversight, communication barriers, and inconsistent delivery can weaken the customer experience and stall momentum.

Quandri delivers AI automation purpose-built for insurance agencies, helping you:

- ✓ Reduce overhead and operational drag
- ✓ Uncover more upsell and cross-sell opportunities
- ✓ Deliver personalized client communications
- ✓ Scale operations without increasing headcount



"We've officially redeployed five of the six individuals from the renewal team. This has expanded our support to brokers, allowing them to shift their focus towards providing a proactive client experience rather than administrative work."



Rachel Speijer
Operations Manager of Personal Lines

	Outsourcing	AI
Works 24/7	✗	✓
Reduces renewal backlogs	✓	✓
Data stays in-house	✗	✓
Ensure minimum standards are met consistently	✗	✓
Personalized client communication	✗	✓
Consistent client service, coverage review, & communication	✗	✓
Reduces manual workload on staff	✓	✓
Visibility into every action	✗	✓
Identifies high-priority renewals for agent follow-up	✗	✓



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Comparison guide AI vs. Outsourcing

Benefit	Outsourcing	AI
Time savings	Time zone gaps limit real-time collaboration, leading to longer turnaround	Automated reviews leading to faster client outreach
Cost savings	Increased cost savings compared to in-house staff, but significantly more expensive than AI	Direct cost savings through time saved and FTE repurposing
Revenue growth	Upsell and cross-sell opportunities are often missed	Proactively identifies and flags new revenue opportunities
Enhanced client experience	Generic, templated communications	Automatically generated personalized insight-driven emails
Data hosting	Data is exported and processed internationally, with some carriers concerned about offshore data handling	All data is stored and processed in North America
Compliance	Limited oversight, higher E&O exposure, and prone to human error	Consistent reviews across your entire book of business leading to reduced E&O risk
Scalability	Requires more staff or vendors as you grow	Scales without adding headcount
Client retention	Inconsistent service weakens loyalty	Timely, proactive communication builds trust and loyalty
Agent satisfaction	Can sometimes push work back onto agents, contributing to burnout	Agents feel supported with AI handling tedious tasks they don't have time for

Not all solutions offer the same flexibility

Outsourcing shifts the burden — automation removes it. Quandri's AI platform gives you full control, consistent execution, and the ability to scale smarter, without the tradeoffs that come with third-party vendors.