

Helping a Leading LatAm Insurtech Win Unanimous Industry Recognition

How Hendercross built production-ready Agentforce AI agents that turned EMET360's claims and fraud-investigation platform into a recognized industry benchmark.



EMET360 was selected **unanimously** among all competing solutions in a major industry evaluation.

THE CHALLENGE EMET360, a recognized leader in AI-powered fraud detection and claims investigation for the Latin American insurance industry, needed to demonstrate cutting-edge AI capabilities as part of a competitive industry evaluation process against other providers.

THE SOLUTION Hendercross designed and deployed a suite of Agentforce AI agents inside EMET360's Salesforce environment — automating insurer communications, accelerating case reactivation, and giving investigators an AI-powered internal assistant for case research, all built on production-grade Agentforce architecture integrated with the latest generative AI capabilities available in the Salesforce ecosystem.

THE RESULT EMET360 was selected unanimously among all competing solutions in the evaluation — a direct reflection of the AI-driven capabilities Hendercross built into their platform.

40+

Certified Salesforce Experts

300+

Salesforce Projects Delivered

2017

Delivering Solutions Across Latin America

100%

Production Deployments, Not Pilots

Considering Agentforce for your organization?

Hendercross builds production-ready Agentforce AI agents that go live — not pilots that stall in a sandbox.

hendercross.com