
GLOSSARY OF TECHNICAL TERMS

The following is a glossary of certain terms used in this document in connection with us and/or our business. As such, these terms and their meanings may not correspond to standard industry meanings or usage of these terms.

“AI”	artificial intelligence, an area of computer science that focuses on machinery simulation of intelligence displayed by humans and other animals;
“AI solutions”	ready-to-use and automated analytics AI capabilities that can generate accurate and meaningful insights to meet new business trends and customer demands by deploying hardware, software and cloud computing services;
“AI agent”	a system or program that utilizes AI to perform tasks and achieve goals autonomously on behalf of a user or another system;
“AI model”	an algorithm that relies on training data to recognize patterns and make predictions or decisions;
“AI Super Assistant”	our proprietary, integrated artificial intelligence application designed to provide unified support across multiple business functions, workflows and operational scenarios;
“API(s)”	application programming interface, a set of predefined rules, protocols and tools that allow users to integrate AI capabilities into applications, websites or software;
“algorithm”	a procedure or formula for solving a problem, based on conducting a sequence of specific actions, especially by a computer;
“CAGR”	compound annual growth rate;
“claim(s)”	demand(s) made by an insured party or the beneficiary of an insurance policy in respect of a loss which comes within the cover provided on the sum insured by the policy;
“cloud”	a network of remote servers hosted on the internet/intranet and used to store, manage, and process data in place of local servers or personal computers;
“cloud-based”	applications, services or resources made available to users on demand via the internet from a cloud computing provider’s servers with access to shared pools of configurable resources;
“computing power”	the ability of a computer to perform an operation;
“CoT” or “Chain of Thought”	a reasoning framework in which an artificial intelligence model organizes its processing logic through a sequence of intermediate steps, allowing complex instructions or business rules to be handled in a structured manner;

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“CoT node”	a discrete functional reasoning units that constitute CoT code and are combined to form multi-step decision-making and task execution flows for AI agents;
“distillation”	a process of transferring knowledge from a large model to a smaller one;
“deep learning”	a subset of machine learning involving neural networks with multiple layers, enabling the modeling of complex patterns in data for tasks like image recognition and natural language processing;
“data intelligence”	process of transforming raw data into actionable insights that can used for decision making for enterprise-scale organizations through the use of advanced technologies such as artificial intelligence, big data, cloud computing and the Internet of Things;
“data flywheel”	a data-driven feedback mechanism in which operational feedback is continuously collected, processed and applied to improve model performance, decision logic and system effectiveness over time;
“enterprise AI”	AI technologies and software applied by enterprises to address their business needs and drive their digital and automation transformation;
“enterprise-grade AI solutions”	AI-enabled solutions designed for corporate clients and typically delivered through a project-based model, which integrate AI algorithms, data technologies and industry-specific knowledge to address business needs such as process optimization and operational efficiency improvement;
“fine-tuning”	an approach to transfer learning in which the weights of a pre-trained model are trained on new data;
“generative AI”	designed to create content ranging from text and images, to codes, audio and even video by learning from vast amounts of data and applying that knowledge to generate new, original outputs that mimic human creativity;
“IoT”	Internet of things, the extension of internet connectivity into physical devices and everyday objects;
“IT”	information technology;
“KPI”	key performance indicator;
“knowledge base”	a centralized repository of information designed to store complex structured data and capture the knowledge of human experts to support decision-making;
“knowledge engineering”	the systematic process of extracting, structuring, organizing and maintaining industry-specific knowledge from data and documents to support reasoning, decision-making and intelligent applications;

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“large language model” or “LLM”	large language model, unless otherwise specified, a deep-learning AI model trained on vast amounts of text to understand, generate and interact in human language;
“large model”	a neural network architecture enabling it to process complex patterns and relationships across massive datasets;
“MaaS”	model as a service, a type of service which packages the suitable AI engines toolbox for specific industry verticals and cater to the needs of massive number of customers with cost-efficient customization;
“machine learning” or “ML”	an application of AI that provides machines the ability to automatically learn and improve from experience without being explicitly programmed;
“MCP”	an internal protocol framework used to standardize how AI agents interface with external tools, systems and data sources through APIs, enabling controlled task execution and workflow integration;
“modular architecture”	a system design approach in which functional components are developed as independent modules that can be flexibly combined, deployed and expanded;
“natural language processing” or “NLP”	a branch of AI that helps computers understand, interpret and manipulate human language;
“open source”	a source code that is made freely available for possible modification and redistribution;
“prompt engineering”	the systematic process of designing, structuring and managing prompts, instructions and contextual inputs provided to artificial intelligence systems in order to guide task execution and improve the relevance, consistency and controllability of outputs;
“QianNexus”	is our AI agent matrix. It functions as the execution and orchestration layer that embeds AI capabilities into end-to-end business workflows, enabling enterprises to move beyond isolated AI pilots and deploy intelligence at scale;
“R&D”	research and development;
“RAG”	retrieval-augmented generation, a technique that enables generative artificial intelligence models to retrieve and incorporate new information;
“SOP(s)”	standard operating procedure(s);
“sq.m.”	square meter;
“structured data”	data that uses a predefined and expected format;
“underwriting”	a concept in the insurance industry, the process of examining and classifying insurance risks, in order to decide whether to accept such risks and the conditions on which the risks should be accepted;

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“unstructured data”	data with no predefined format or organization (such as in the form of documents, images and videos and often involving complex industry-specific knowledge), comprising the majority of enterprise data and requiring sophisticated data capabilities to govern and process;
“vertical large model”	large-model-based capabilities adapted for specific industries through the integration of industry knowledge, business rules and scenario constraints, enabling large models to support industry-specific applications; and
“XK-QianAI”	our proprietary AI foundation layer that supports the development, deployment and operation of intelligent applications across multiple business scenarios.