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RCC National's Michael Mazboudi says AI's real ROI is liberating people's time

Sydney, May 26, 2026 - As Australia faces growing pressure from extreme weather events, housing shortages, rising insurance costs and workforce strain; RCC National's Chief Operating Officer, Michael Mazboudi is at the forefront of transforming how the disaster recovery sector applies artificial intelligence to operational efficiency and workforce allocation.

RCC National is a commercial building and insurance recovery specialist, with Mazboudi drawing on extensive experience across construction, insurance and global consulting to drive operational innovation. Mazboudi is an influential voice on sophisticated, human-centred AI adoption in an industry where trust and empathy remain critical.

Mazboudi is using AI to remove operational friction, accelerate decision making and to give RCC National's employees more time to focus on customers, leadership and complex human situations. "With AI, the real return on investment is the liberation of time," he says. "AI is the co-pilot, not the pilot. It helps us triage faster, remove admin and make better decisions earlier. But AI doesn't sit with a family after a disaster. It doesn't rebuild trust or carry accountability. People do."

At RCC National, he has integrated AI into operational claims management systems to summarise complex claim files, catastrophe updates and multi-party communications. The result is a reduction of approximately 10–20 minutes per claim file, creating significant time savings across thousands of operational decisions each week, particularly during catastrophe response periods.

Mazboudi's AI adoption is being driven by a people first philosophy, using technology to scale operations while protecting the values of a family run business. He advocates that the productivity gains from his operating model must translate into better leadership and stronger human connection. Mazboudi emphasises "AI compresses noise so humans can focus on judgement, leadership and customer care," he says. "We're using AI to help our people get home on time to their families while delivering a faster, more transparent experience for our customers."

As insurers, builders and recovery operators face mounting pressure from increasingly frequent disaster events and Australia's AI transparency obligations coming into effect in Australia by December 2026, Mazboudi is successfully demonstrating how AI can amplify human expertise to scale more effectively - but the most important outcome is AI's ability to liberate people's time and to increase human connection.

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Headshots available [here](#) until Wednesday 27th, more available on request

About Michael Mazboudi

Michael Mazboudi is emerging as a media and industry voice on disaster recovery and insurance system pressures, construction capacity and rebuilding challenges, human-centred AI adoption in operational businesses and leadership that prioritises families, culture and sustainability. His perspective bridges boardroom strategy and frontline reality, from capital markets to disaster-affected communities.