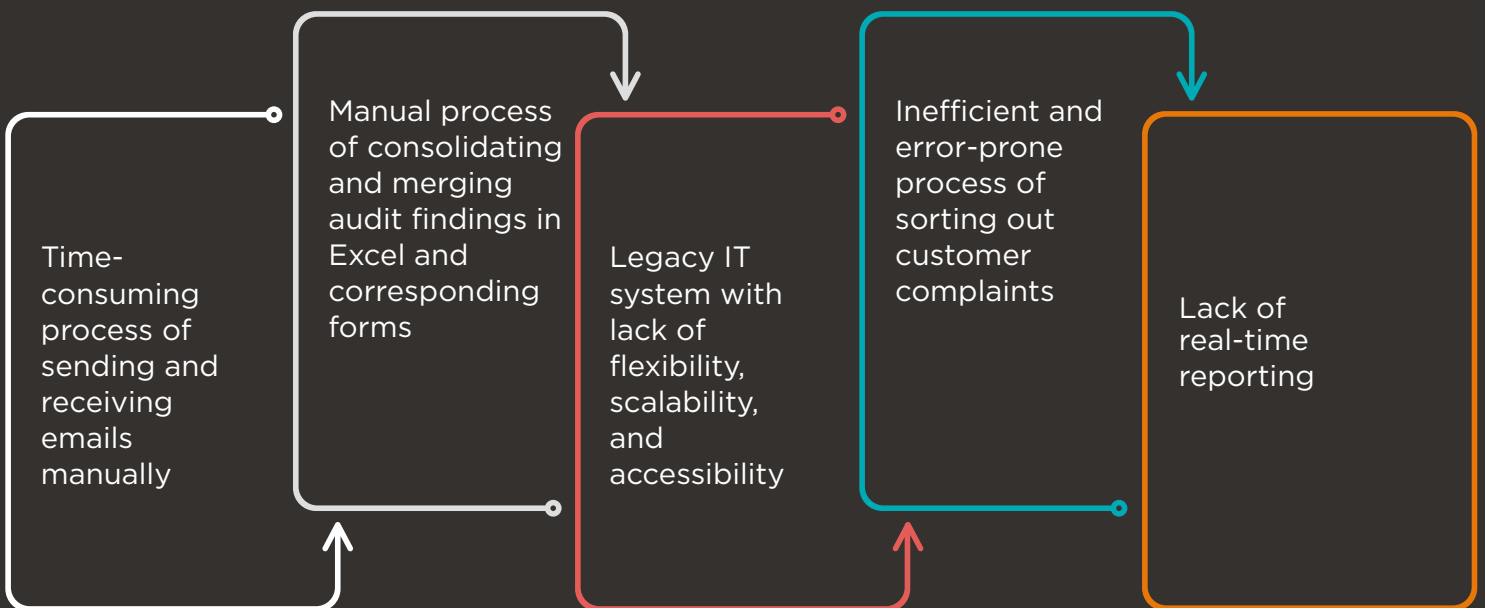


# Fortune 500 Insurer Automates Complaints Management and Field Inspection Processes

## About the Client

The Fortune 500 life insurance company offers a wide range of insurance products. In 2020, it paid more than \$6 billion in life insurance and annuity benefits.

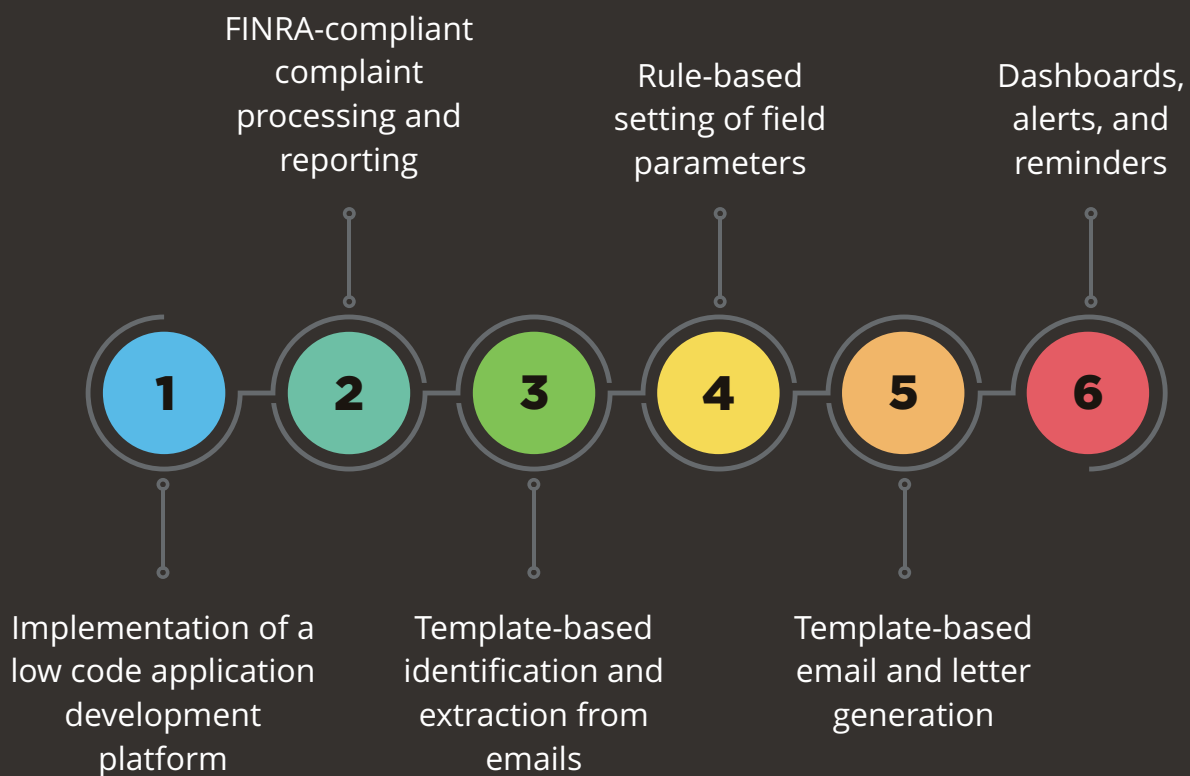
## Challenges Faced by the Organization



# Streamlined Processes with Newgen

The client partnered with Newgen to improve their employee productivity and customer experience. NewgenONE digital transformation platform helped the client streamline multiple processes, while ensuring compliance with FINRA and other regulatory reporting requirements. It also enabled collaboration and facilitated communication with intuitive portals and reports, while adhering to security protocols.

## Solution Highlights



## Processes Automated



Field office inspection and desk audit



Complaint handling and regulatory reporting

# Highlights

- Customer support
- Lawsuit and arbitration
- Regulatory filing
- Reporting request
- Errors and omissions
- Email-based auto-initiation
- Extraction from email
- Reclassification
- Cloning of cases
- Complex Reports
- Extensive data entry in Excel-like interface
- Parallel processing
- Handling of closures and mergers
- Ad-hoc audit requests
- Configurable audit parameters

## Key Benefits Achieved



## About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, and communication management capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries. Newgen unlocks simple with speed and agility.

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CANADA: +1-20 2-800-7783  
AMERICAS: +1 (20 2) 800 77 83  
AUSTRALIA: +61 290 53 7 174  
INDIA: +91 11 40773769  
APAC: +65 315 7 6189  
MEA: +973-1-619-8002,  
+971 44541365  
EUROPE: +44 (0) 20 36 514805

info@newgensoft.com  
www.newgensoft.com

