



An Australian Automotive Service Industry Leader Achieves Operational Efficiency with Newgen



About the Customer

The customer—an Australia-based organization specializing in providing automotive solutions and services, including accident management, accident replacement vehicles, subscription car ownership, and accidental claims settlement. Founded in 2018, the firm has over 20 offices across New Zealand, Australia, the United Kingdom, and the Philippines.

The Challenges

The fast-growing organization faced various operational challenges with its legacy systems, such as manual claims processing and error-prone data entry. It needed a unified claims solution that could provide end-to-end visibility which would be a single source of truth and replace its disparate systems. In association with Newgen, the customer could tackle the problems holding it back.



Absence of a Centralized Repository

The absence of a centralized data platform resulted in a time-consuming process of retrieving documents related to claims, contracts, and other organizational processes. This inefficiency further added to delays in claims processing and disrupted the overall workflow



Error-prone Processing

Relying on complete manual processing for claims management and data entry led to high error rates, adversely impacting the accuracy and efficiency of the overall system



Inefficient Case Initiation

The customer dealt with telephonic initiation of claims applications by customers. Along with case initiation delays, it resulted in ineffective communication and hindered the overall responsiveness of the organization



Reliance on Different Applications

With heavy dependence on multiple applications, the customer didn't have any central source of truth for all cases. The inability to monitor and track cases and get a real-time overview of the status of vehicles, claims, accident replacement cars, and revenue realization affected the efficiency



Ineffective Multi-channel Communication

The inability to communicate seamlessly through multiple channels made it difficult to coordinate and share information across departments and with customers

Regular Industry Approach

With today's evolving technologies, the automotive sector is constantly adapting to maintain its position at the forefront of the global market. Automotive service providers constantly seek to differentiate themselves to achieve customer service excellence. Organizations are leveraging modern technologies, including process automation, artificial intelligence, predictive analytics, and blockchain technology, to adopt an agile approach. The wide gamut of services involving legal hassles, communication, data, and reporting requires a comprehensive solution that can integrate with existing systems and adapt to evolving market demands and regulatory compliances.

How Newgen Helped

The customer selected the NewgenONE low-code platform that was customized to suit its specifications and automate its critical business processes, including claims management, repairer/partner, inspection and service contract management, invoice processing, recoveries management, and its customer portal. The comprehensive platform acted as a centralized solution with extensive case management capabilities. It seamlessly integrated with various systems for repairs, rentals, legal framework, and calling-related activities. By automating the claims process, the organization achieved greater connectivity with its customers, increased process efficiency, and supported scalability. It reduced the myriad of steps involved in juggling different spreadsheets and workflow tools

► **Comprehensive Automation:**

NewgenONE facilitated the automation of critical processes, including claims management, service contract management, inspection management, and invoice processing

► **Omnichannel Integration:** An

intuitive customer portal, integrated with other applications, enabled seamless omnichannel initiation and improved user experience

► **Seamless Data Entry:** Newgen's interactive forms facilitated a smooth data entry experience. Input validation rules, a part of the business rules engine, minimized manual entry errors, ensuring the accuracy and integrity of case information

► **Centralized Solution for Integration:**

Newgen's low-code-based offering acted as a central solution, integrating approximately 17 peripheral applications and data sources. This integration was achieved through APIs/Web Services and connected with key applications like Zoho, Oracle NetSuite, iBodyshop, and more

► **Personalized Dashboards and Reports:**

The customized dashboards, reports, and landing pages tailored to different user personas provided real-time status updates and monitoring of cases, documents, and other critical information

The Benefits of Implementation

- ▶ **Enhanced Efficiency:** Streamlining claims settlement through Straight-through Processing (STP) reduced manual intervention, minimized errors, and accelerated the overall claims management timeline
- ▶ **Increased Governance:** The solution increased system controls to govern task allocation, workflow management, oversights, timeframe adherence, and automatic escalation of overdue tasks
- ▶ **Improved Data Quality:** Business validation rules improved data completeness and integrity
- ▶ **Better Decision-making:** The solution provided access to analytics, resulting in greater responsiveness and decision-making, and optimized team performance between referral sources, lead onboarding, claims management, and recovery outcomes
- ▶ **Real-time Transparency:** The real-time alerts and notifications for claims processing improved communication and enabled swift responses to any issues or developments. The system also increased clarity and visibility of tasks, outcomes, and deadlines
- ▶ **Increased Productivity:** The integration with core systems and third-party applications increased operational efficiency, streamlined automatic repaid updates, and reduced delays in case processing. The solution eliminated the need for users to input and update claims information in multiple systems
- ▶ **Customer Satisfaction:** Personalized dashboards for easy tracking and valuable insights enhanced overall visibility, decision-making, and process optimization, leading to superior customer experience
- ▶ **Efficient Customer Requests:** The firm experienced improved service request management with automated workflows and streamlined communication and could respond promptly to its customers' needs
- ▶ **Higher Profitability:** The customer minimized the risk of business loss by leveraging the flexibility the low-code-based platform offers for managing contracts and clause updates. This also ensured quick response to evolving business conditions and regulatory requirements

In Summary

By leveraging the NewgenONE platform, the customer successfully customized and automated multiple business processes, leading to enhanced efficiency, a unified system, and greater process visibility. The customer benefits from Newgen's configurable approach, which offers pre-built functionalities customized to suit its specific requirements.

About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, communication management, and AI/ML 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.

For Sales Query

AMERICAS: +1 (202) 800 77 83
CANADA: +1 (202) 800 77 83
AUSTRALIA: +61 290 537174
INDIA: +91 11 407 73769
APAC: +65 3157 6189
MEA: +973 1 619 8002, +971 445 41365
EUROPE: +44 (0) 2036 514805

info@newgensoft.com
www.newgensoft.com

