



**A Renowned Egyptian Insurer
with Reach Across MENA Region
Streamlines Motor Claims Management
with Newgen**



Overview

Our customer—an Egyptian shareholding company—is one of the highest-rated insurers in Egypt, Africa, and the Middle East. They cover insurance for different non-life business lines, such as medical, motor, and household.

The customer faced challenges due to inefficient storage and retrieval processes of documents, leading to poor customer experience, extended turnaround time (TAT), high storage expenses, and delays in payout. To address these inefficiencies, the bank chose Newgen as its technology partner.

The Customer's Pain Points

Due to paper-based processes, the customer needed help streamlining claims processing across five branches. Moreover, it required help in managing the entire document lifecycle for over 150 users within limited storage capacity, and the absence of a unified platform impacted the overall efficiency. Furthermore, the existing system posed other challenges, including:



Inconvenient Retrieval Process

Difficulty in accessing customer-uploaded documents via email after a 30-day period led to a significant dip in customer satisfaction



Lack of Access to Customer Documents Across Systems

Inability to extract customer details from the central repository resulted in delayed payouts and errors



Delayed Claim Settlement

The absence of a robust system made it difficult to retain core system-generated documents and resulted in slow processing of claims, occurring at a frequency of at least one week



Manual intervention

Poor indexing and storage management led to heavy dependency on workforce and the added additional stress to the core system

The Regular Industry Approach

Insurers have been shifting from traditional practices to optimize processes and maximize operational efficiency. This shift involves placing dependency on a point solution to simplify claims processing. However, these point solutions often fall short due to challenges, including the inability to manage a high volume of documents, versatility in handling claims requests, integration with multiple systems, and process standardization. The lack of transformative capabilities further hinders workflows, increases lag in approval processes, and fails to ensure seamless collaboration between departments. Therefore, there's a pressing need for a unified platform to overcome these stumbling blocks.

How Newgen Made a Difference

After thoroughly analyzing the customer's existing process and the potential gaps, Newgen's Contextual Content Services (ECM) platform was deployed. The platform offered intelligent tools to capture and manage content from diverse claim process documents, store them in a centralized repository, and improve users' accessibility. By leveraging Newgen's ECM, our customer streamlined motor claims processes and enabled instant retrieval of documents, smooth claims registration, and application tracking, supported by audit logs and reports.

Integrating with AssurTech and Premia enhanced operational efficiency by reducing the stress on the core system and eliminating manual intervention, leading to faster claims processing. The main features of the solution include:



Intelligent Content Capture

Enabled faster capture and extraction of documents by digitizing paper-based processes



Content Processing and Storage

Ensured effective document management with content-centric workflows and a well-integrated repository



Tracking and Reporting

Enabled real-time monitoring of application status, data analytics, and custom reports for performance tracking and compliance



Centralized Retrieval of Policy Information

Provided a centralized repository for easy access to documents from both the customer and insurer



Image Enablement

Facilitated seamless access of policy documents across core systems

Business Benefits Achieved



Enhanced Operational Efficiency

Seamless integration with the core system significantly reduced manual intervention, enhancing productivity and minimizing stress on the core infrastructure



Improved TAT

There was a drastic reduction in claims processing time—from one week to 24-48 hours



Enhanced Customer Experience

Resolved the 30 days complex retrieval process of customer-uploaded documents by enabling instant availability



Reduced Cost

Shifting to a centralized digital platform enabled the insurer to reduce expenses related to physical documents, storage space, and other resources



Conclusion

By leveraging **Newgen's ECM**, the customer successfully overcame the challenges related to motor claims. The platform empowered the insurer to achieve increased operational efficiency, faster TAT, and offer their customer a seamless experience.

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.

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