NewgenONE

Contextual Content Services Platform Integration with Fadata INSIS

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Enhancing Insurance Journeys with Integrated Content Management and Streamlined Processes

Newgen's Contextual Content Services Platform

Newgen's Contextual Content Services Platform platform enables end-to-end management of enterprise-wide content. By integrating business processes and contextual insights with content management, it empowers organizations to go digital. The platform offers AI-enabled tools to extract and capture content from multiple sources and the flexibility to access or deliver content via mobile and cloud, creating a highly-connected and digital workplace. Furthermore, its process orchestration capabilities make the workflows even more effective. It also helps enterprises mitigate business risks by ensuring compliance with various regulatory requirements and securing business business-critical information.

Newgen's Contextual Content Services Platform

Engagement Channels

Web	Scan	Social	Mobile	E-mail	Microsoft 365	SharePoint

Capture		Management		Archival		Extend	
Document Scanning	Document Quality Analyzer	Content Workflows	Content Storage	Record Tracking	Cloud Storage	Business Applications	Productivity Applications
Auto Classification	Intelligent Extraction	Enterprise Search	Access Permissions	Compliance	Record Management	Open Integration	Web Portals
Standard Connectors	Smart Indexing	E Sign Integrations	Content Collaboration	Content Rights	Legal Hold	Communications Services	

Integration	Contextual Content Services(ECM)	Cloud/on-premises

Overview

In the fast-evolving insurance sector, data fuels decision-making and operations. Insurers rely on a high number of documents to assess risks, set the right coverage and premiums, detect fraudulent claims, and offer tailored insurance solutions. However, managing a vast volume of data can be daunting.

Newgen's Enterprise Content Management (ECM) platform, Contextual Content Services, integrated with Fadata's insurance management platform, INSIS, provides insurers with the support they need to manage content-rich processes, reduce manual handling, boost delivery time, and optimize workflows.

Challenges in Insurance Operations

Fragmented Interfaces:
Navigating through multiple systems and interfaces leads to inefficiencies, errors, and poor customer experience

Content Complexity:
Managing a diverse range of content formats, including text, audio, and video, makes accessibility and consistency difficult

Collaboration Barriers:
Sharing and updating documents and maintaining version control become challenging due to the lack of a centralized platform

Data Overload:
Growing data made it increasingly difficult to sort, filter, and locate relevant data, as well as maintain the security of critical data

Optimize Content Lifecycle with Newgen's ECM Platform & Fadata INSIS

Newgen's Contextual Content Services platform integrated with Fadata INSIS – a cloud-ready end-to-end core insurance platform – empowers insurance providers to effectively manage content from origination to disposition. This integration enhances operational efficiency by addressing gaps in document management, improving collaboration, and automating workflows. The platform is compatible with multiple channels and supports various content formats

Analyst Recognition

Newgen's ECM platform has been named a **'Leader'** in The Forrester Wave™: Content Platforms, Q1 2025 report. Forrester recommends Newgen for organizations seeking an advanced content platform that can scale when the workload increases, offers flexible deployment options, and features embedded AI.
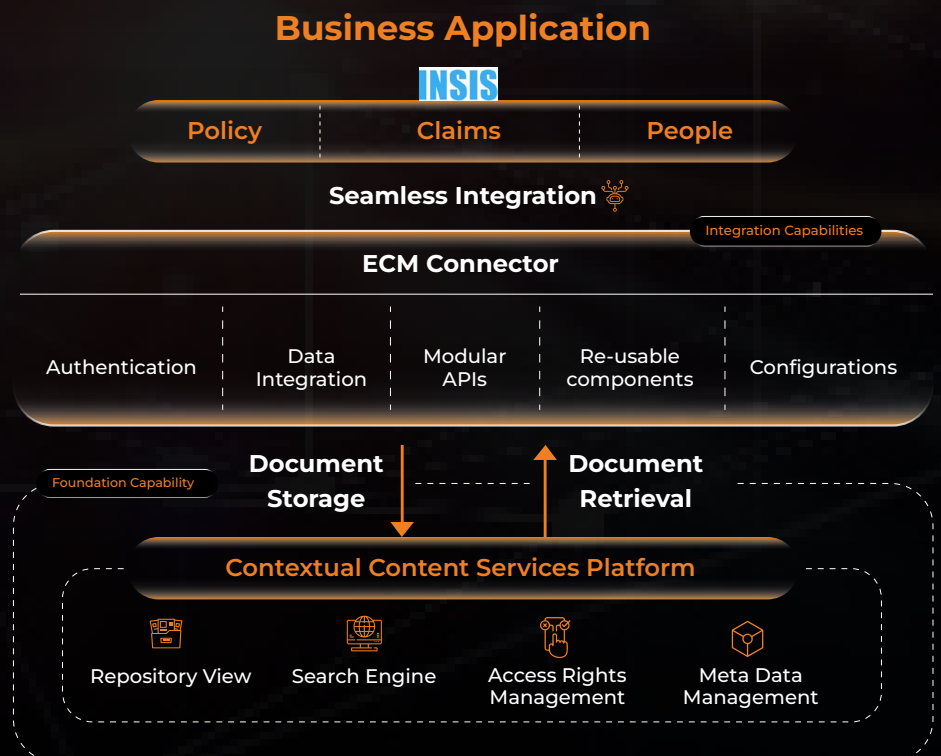
Analyst Recognition

Fadata's INSIS platform has earned recognition from Celent as a top-tier solution across all lines of businesses, receiving multiple **"Functionality Standouts"** awards in Celent's esteemed Policy Administration Systems reports.

How the Integration Works

Newgen ECM

- Enterprise Content Store
- Recognized by Analysts
- Highly Scalable and Secure
- Cloud Native
- Metadata Mapping
- Adherence to standards
- Store Large size files
- Annotation and Viewing
- Enterprise Search
- Document view via web interface from 3rd party application

Business Application

INSIS

Policy	Claims	People

Seamless Integration

Integration Capabilities

ECM Connector

Authentication	Data Integration	Modular APIs	Re-usable components	Configurations

Document Storage **Document Retrieval**

Foundation Capability

Contextual Content Services Platform

Repository View	Search Engine	Access Rights Management	Meta Data Management

Core Capabilities Presented by the Integration

The integration between Newgen's ECM platform and Fadata INSIS offers a suite of features tailored to address critical operational challenges for insurers. The key capabilities include:

Comprehensive Document Management:

Capture documents, apply classification schemes, annotate content, compare and merge documents, and collaborate in real time using a well-integrated content platform. Upload or delete diverse file types (policies, claims, etc.) directly from INSIS

Centralized Repository:

Maintain a central library as a single source of truth for all insurance-related documents, images, videos, audio, and emails for easy access and collaboration

Workflow Automation:

Automate approval processes for policy creation, claims handling, and other critical workflows to enable faster decision-making and accelerate response time

Intuitive Search Capabilities:

Retrieve documents quickly with a robust in-built search engine and advanced filters. Enable users to track and annotate documents through a dedicated annotation search feature
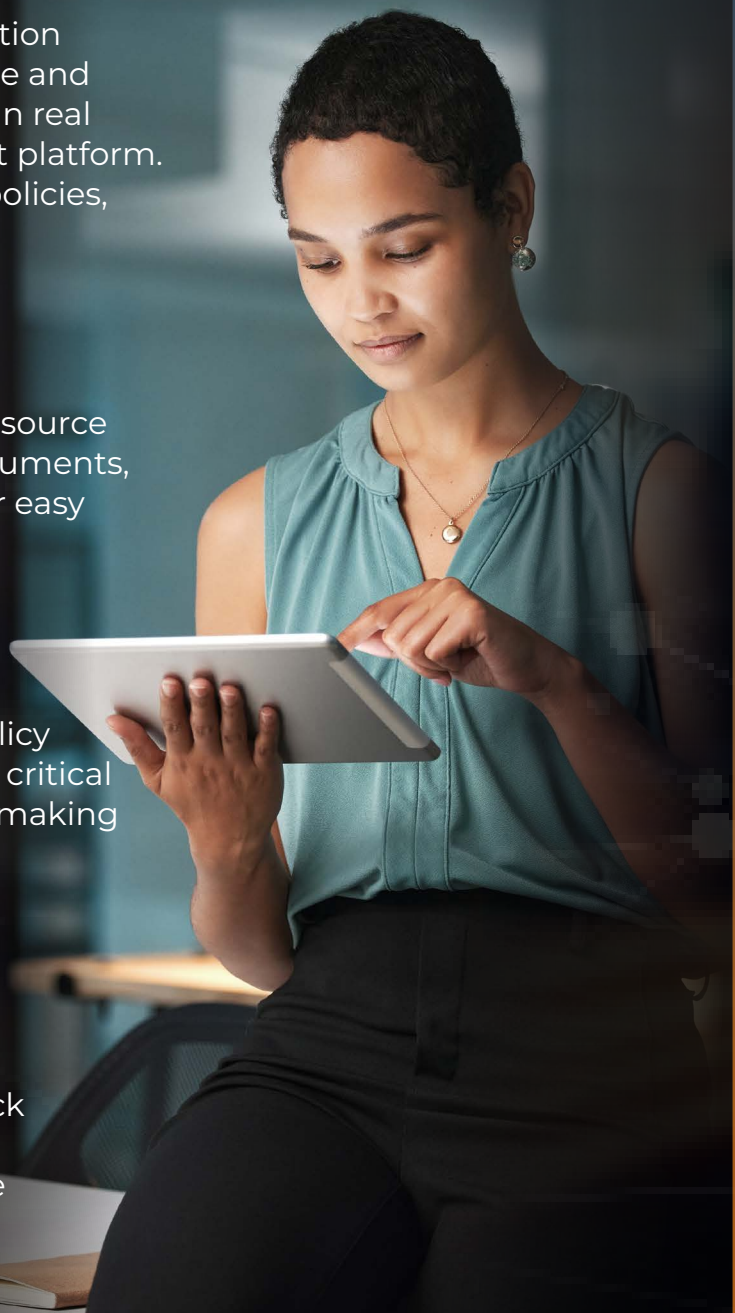
Benefits of the Integration

Streamlined Document Management:
Accelerate claim assessment and policy generation processes with end-to-end management of documents, from digitization, storage, and orchestration to retrieval and sharing

Enhanced Security and Compliance:
Ensure regulatory adherence and document security through standardization and rules-based access controls
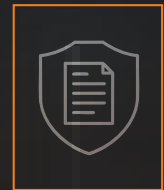
Improved Efficiency:
Automate manual tasks to minimize errors, streamline workflows, and boost overall workforce productivity

Superior Customer Experience:
Improve policyholder satisfaction and loyalty through quick request resolution and automated communication on multiple channels

Significant Cost Savings:
Optimize resources by reducing paper usage and storage requirements

Seamless Integration:
Achieve minimal disruption during adoption for a smooth transition of documentation systems

About Fadata

Fadata is a leading provider of software solutions for insurance companies globally. The company is on a mission to empower the insurance industry to drive customer engagement, innovation, and business value. Together with its customers, Fadata aims to build the future of insurance and impact millions of lives.

About Newgen

Newgen is a leading provider of an AI-enabled 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 and service requests to lending and underwriting, and various other use cases across industries, Newgen unlocks simple with speed and agility.

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