Newgen's Superannuation Solution

Modern Members Demand a Modern Super Fund!

Digital is accelerating and making its presence felt in all aspects of the lives of members, across the globe. And, while members are clamoring for friction-less experience, most of the systems and functions operate in isolation, resulting in fragmented processes and unintentional delays. In view of this, there's a pressing need for super funds to automate data management and connect their core with other systems for a well-optimized superannuation process.

Newgen's Superannuation Solution, built on a low-code platform, streamlines the end-to-end process while minimizing operating costs, maximizing operational efficiency, and building better member engagement.

Key Challenges Faced in the Absence of an Optimised Process

Regulatory Changes: Navigating through evolving government policies, tax laws, and regulatory frameworks becomes complex in the absence of transparent and traceable decision-making processes

Broken Member Engagement: Delivering personalised experiences tailored to members' needs while managing cost presents a challenge, hindering effective engagement

Sub-optimal Communications: Striking the right balance between automated communication channels and personalised member engagement proves difficult, particularly within a reasonable cost and timeframe

Data Security and Privacy: With heavy dependency on digital platforms, safeguarding sensitive member information from security threats and unauthorized access proves to be a critical challenge

Newgen's Superannuation Solution

Newgen's Superannuation Solution, built on a low-code platform—NewgenONE, is designed to enhance super processes across various aspects, including advice journeys, member communications, insurance claims, and more. By automating end-to-end processes and eliminating manual intervention, the solution empowers super funds to make highly informed decisions, leading to minimised operational costs. Furthermore, the solution enables super funds to adapt to the dynamic regulatory environment and offer a responsive and streamlined experience for both administrators and members.

Core Solution Areas

Service Request Management

Claims Management

Advice Journey Management

Oversight Management

Member Communications Management

Core Solution Areas

Service Request Management

- End-to-end management of all queries, requests and complaints, from initial interaction to case resolution

- Omnichannel request initiation for seamless accessibility across different communication channels

- Rule-based case allocation for efficient distribution and assignment

- Automated updates and notifications to members via email/SMS, ensuring timely communication

- Integration with core registry systems for real-time updates, enabling real-time tracking and data synchronization

Advice Journey Management

- Omnichannel request initiation to facilitate accessibility across different communication channels

- Complete management of advice journeys, spanning from initial inquiry to comprehensive advice and guidance

- Rules-based auto-assignment of queries and cases to qualified staff for efficient handling

- Tracking of incoming and outgoing member interactions to ensure a seamless experience

- Exception resolution to address any unique or complex scenarios swiftly and effectively

- Monitoring and tracking of cases to maintain visibility and oversight throughout the advisory process

Member Communications Management

- Automated communications across the member's journey, ensuring timely engagement and improving member satisfaction

- Clear and accurate batch and on-demand communication

- Extensive template management, including flexible designing and authoring, ensuring consistent branding and messaging across all communications

- Efficient white space optimization and rule-based personalization, maximizing the effectiveness of messages, leading to higher engagement and improved response rate

- Robust tracking and monitoring of member communications, ensuring no interaction goes unnoticed, enabling proactive follow-up and resolutions

- Multiple channels for delivery for communication, including e-mail, SMS, and WhatsApp, catering to diverse preferences of members, increasing the likelihood of message reception and response

Oversight Management

- Event-based triggers to monitor service-level agreement (SLA) breaches and fraudulent activities, ensuring timely intervention and compliance adherence with standards, safeguarding integrity

- Rule-based case allocation and processing of cases, thereby optimizing resource allocation

- Intuitive dashboards to fetch detailed reports, monitor KPIs, performances, and turnaround time (TAT)

- Automated alerts, notifications, and reminders, minimizing the risk of oversights and ensuring timely action

- Integration with core registry systems for real-time updates, facilitating agile decision-making and operational responsiveness

Claims Management

- Omnichannel claim initiation, ensuring accessibility and convenience for claimants across different communication channels

- Claim registration and policy eligibility checks, minimizing errors, enabling only the eligible claims get processed, saving time and resources

- Reduced data entry through bulk scanning and extraction, increasing overall efficiency

- Claim adjudication and investigation, ensuring thorough review and fair assessment

- Claim settlement and payout via integration with payment platforms, thereby facilitating seamless and timely disbursement of funds

Business Benefits

Faster TAT: Achieve quicker processing and minimize manual errors through a high degree of automation, enhancing overall operational efficiency

Improved Member Satisfaction: Deliver timely, relevant, and personalised communication, including statements, updates, and notifications, leading to increased transparency and stronger member relationships

Real-time Data Insights: Gain detailed insights into super funds operations with real-time data capture and analysis, enabling strategic planning, risk management, compliance monitoring, reduced data entry and enhanced accuracy with minimized data entry efforts

Smarter Decision-making: Integrate information flow across processes and applications to facilitate highly informed decision-making, resulting in streamlined operations and improved business outcomes

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