



AI-first Policy Administration System for General Insurance

Comprehensive | Agile | Scalable | Future-ready



AI-First PAS for a Digital Insurance Future

The insurance industry is at a pivotal inflection point. Realizing the drawbacks of continuing with legacy systems, forward-looking insurers are turning to modern, cloud-native platforms to stay agile, deliver exceptional customer experiences, and achieve operational resilience. When your core is strong, success comes naturally.

Newgen Software, a global leader in digital transformation, empowers insurers to modernize their core with an AI-first, low-code platform that enables rapid product launches, intelligent workflows, and seamless customer journeys.

Why Modernization Can't Wait

Challenge

Impact

Rigid Legacy Systems

Prevent scaling operations, innovating, and launching new products quickly

Disjointed Processes

Manual data intake and siloed systems slow down efficiency and hamper customer experience

Inflexible Architectures

Difficulty integrating new platforms with existing systems, data sources, and workflows

Limited AI Capabilities

Minimal automation and lack of real-time insights

Why Switch to Newgen PAS?



Trusted by Insurers Globally

Trusted by leading insurers across Life, Health, Motor, and P&C, with strong execution capabilities and deep domain understanding.



Cloud Migration & Integration Readiness

Cloud-first delivery model with proven experience in large-scale migrations. Prebuilt connectors enable smooth integration with third-party and legacy systems.



Accelerated Delivery with Prebuilt Accelerators

Reusable components, pre-configured templates, and automation tools help reduce time-to-market by up to 40%.



Expertise in Emerging Technologies

Embedded AI Agents, ML, RPA, and analytics support intelligent underwriting, fraud detection, and enhanced customer experience.



Global Reach with Local Expertise

Strong presence across APAC, the Middle East, Asia, and the Americas, with a deep understanding of local regulations and market dynamics.

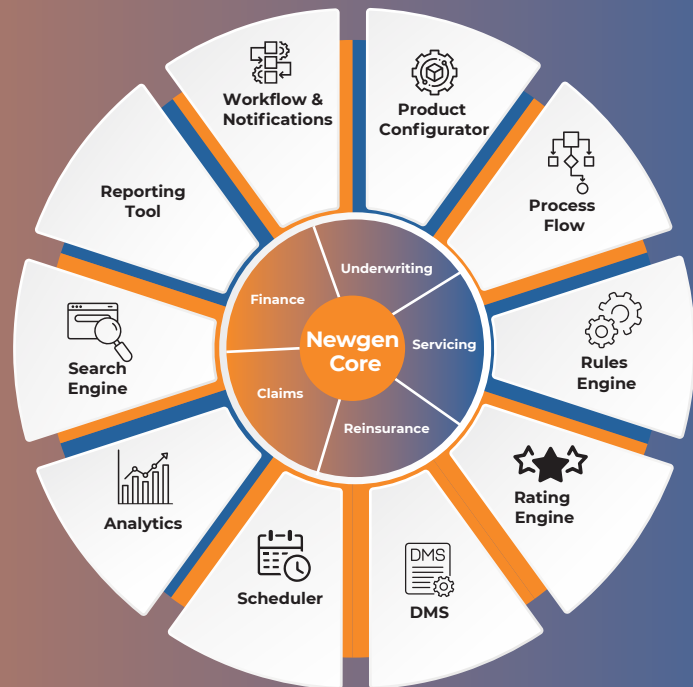
The Migration Minefield Navigated with Newgen's Core PAS for Insurers

Transitioning to a modern digital core can be complex and high-risk. With Newgen's **AI-first Policy Administration System**, insurers avoid common pitfalls. Our proven, industry-tested approach helps you overcome challenges such as:

- ▶ **Decades of technical debt and undocumented business rules**
- ▶ **Fragmented data silos and legacy integration bottlenecks**
- ▶ **Process reengineering needs and frontline resistance to change**
- ▶ **Inconsistent partner delivery models leading to scope creep and failure**



Our Capability Framework



Core Capabilities



1. Product Configuration

- ▶ Configuration offerings on the move, with flexible coverages, limits, and risk classes
- ▶ Swift import/export of product data in various formats, including CSV, Excel, PDF, HTML, etc.
- ▶ Efficient product version management and synchronization



2. Underwriting & Issuance

- ▶ Intelligent underwriting with 360° risk view for customers, claims, and reinsurance
- ▶ Omnichannel application intake with auto data extraction
- ▶ STP engine for auto-processing while routing priority/exceptions to underwriters



3. Reinsurance and Co-insurance

- ▶ Seamless management of proportional & non-proportional treaties in real time
- ▶ Support for facultative reinsurance with system-driven reinsurer communication
- ▶ Auto-allocation of treaties and premium distribution per defined share patterns



4. Policy Servicing

- ▶ Effortless management of endorsements and service requests for policy changes
- ▶ Auto-trigger renewal notices and simplify the renewal process



5. Claims Management

- ▶ Seamless end-to-end claims processing, from FNOL to settlement
- ▶ Intelligent fraud detection and leakage reduction with intelligent checks
- ▶ Auto-calculation of reserves with dynamic system updates
- ▶ Streamlined management of salvage, legal, recovery, and subrogation workflows



6. Reporting & Analytics

- ▶ Comprehensive reporting across policy, claims, underwriting, reinsurance, and compliance
- ▶ Real-time dashboards for instant visibility into business performance
- ▶ Automated report scheduling and distribution for timely, informed decisions

AI and Agentic AI for Smarter Insurance Journeys

Unlock smarter decisions, faster processing, and personalized experiences with Newgen's AI-first capabilities designed for tomorrow, delivered today.

Newgen AI Capabilities Overview



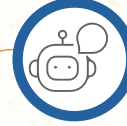
Document AI

- Extraction, Classification, Masking
- Explanation, Summarization
- Sentiment Analysis, Text Classification, Triaging



Data-Driven Intelligence

- Coverage Optimization
- Early Claim Probability
- Persistency Risk
- Medical Test Recommendation
- Medical Anomaly Detection Model
- Underwriting Decision Optimizer
- Rule Exception Explanation
- Claim Fraud Risk Detector



Interactive Assistant

- Case-level insights for Operational Teams
- Aggregate-level insights for Leadership

AI-First by Design. Comprehensive by Coverage. From Documents to Decisions: Intelligence Across the Insurance Lifecycle.





Smart Underwriting & Risk Assessment

- AI-driven risk scoring and predictive underwriting models
- Automated document analysis (placement slips, risk reports, etc.)
- Fraud detection and red flags across the customer lifecycle



AI Agents for Customer Experience & Productivity

- Conversational virtual assistants for onboarding and service
- Next-best action recommendations to agents and advisors
- Sentiment and behavioral analytics to personalize engagement



Intelligent Document Extraction

- Intelligent document classification for IDs, invoices, contracts, and more
- Dynamic field extraction fields across diverse layouts and formats
- Accurate recognition of handwritten text across documents
- Multi-lingual processing of content, including low-resolution scans



Personalized Customer Engagement

- 24/7 service enablement across channels
- Smarter upsell and cross-sell opportunities
- Customer lifetime value prediction and lapse forecasting

Built-in AI Models for General Insurers

AI-powered Property Damage Assessment Model

Leverages AI and geospatial data to assess property damage post-disaster, automating claim categorization, repair cost estimation, and surveyor dispatch. Improves efficiency in large-loss claims management.

AI-driven Fire & Marine Fraud Prevention Model

Detects fraudulent claims in fire and marine insurance by analyzing claim irregularities, repair shop collusions, and false loss reports. Ensures real-time fraud mitigation.

Predictive Marine Cargo Loss Reserving Model

AI forecasts marine cargo loss reserves by analyzing shipment routes, weather conditions, and historical loss patterns. It adjusts dynamically for real-time accuracy.

Smart FNOL Triage & Risk-based Claims Processing Model

AI auto-triages claims based on FNOL insights, policy conditions, and historical claim behaviors. It enables risk-based automated or manual claims workflows for faster settlements.

Success Story: Real Results Delivered

A leading multi-line insurer leveraged **Newgen's Policy Administration System** to modernize its legacy infrastructure and streamline operations. Within the first year, the insurer achieved:

**2x faster
time-to-market**



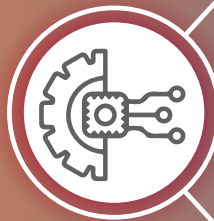
**1.5x increase in
operational agility**



**95%
improvement
in processing
time**



**60% end-to-end
automation
of claims**



**35% improvement
in underwriting
efficiency**



**99.9%
accuracy in
reinsurance
allocation**



**80% faster
regulatory
report
preparation**





About Newgen

Newgen is the leading provider of an AI-first unified digital transformation platform with native process automation, content services, customer engagement, 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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