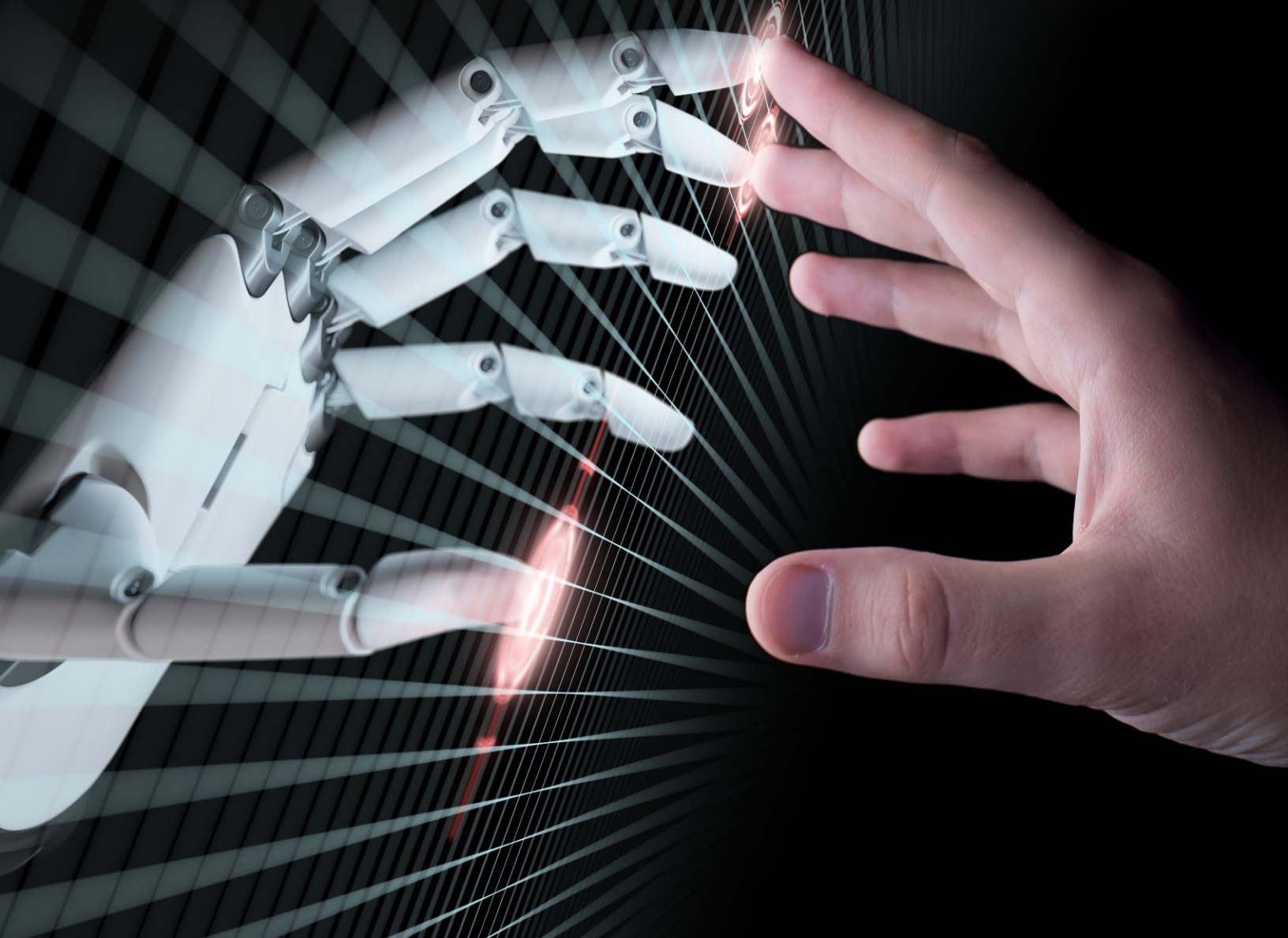


# Robotic Process Management for Insurance



## Overview

The highly competitive insurance industry is replete with time-consuming, routine, and repetitive tasks which contribute to rising costs and stalled growth. Insurance firms, like yours, must automate these mundane tasks to empower knowledge workers to focus on more strategic and value-add activities.

## What is Robotic Process Management?

- Robotic process automation (RPA) is much more effective when it works in collaboration with intelligent process automation (BPM)
- Newgen deploys Robotic Process Management—a combination of RPA and BPM in the same environment—to help you improve customer service and reduce cycle times

### Key Challenges Faced by Insurance Firms

- Disparate applications and data systems
- Multi-channel data consolidation
- Manual data entry
- High workload and operational costs
- Mismanaged business exceptions
- Audit and compliance records maintenance
- Poor governance and ambiguous data visualization



# Newgen Robotic Process Management for Insurance Firms

The Newgen Robotic Process Management, built on a low code platform, enables you to optimize the end-to-end insurance processes, including premium settlement, claims management, underwriting, and policy administration. The cognitive capability of bots, achieved through machine learning and artificial intelligence, perform document classification, sentiment analysis, and email classification to improve customer experience and minimize operational risks.

## Case in Point:

### Claim Settlement – The 6-step Approach

Consider an example of a motor claim, in which a policyholder can raise a claim request through:



Email



The insurer's  
claim portal

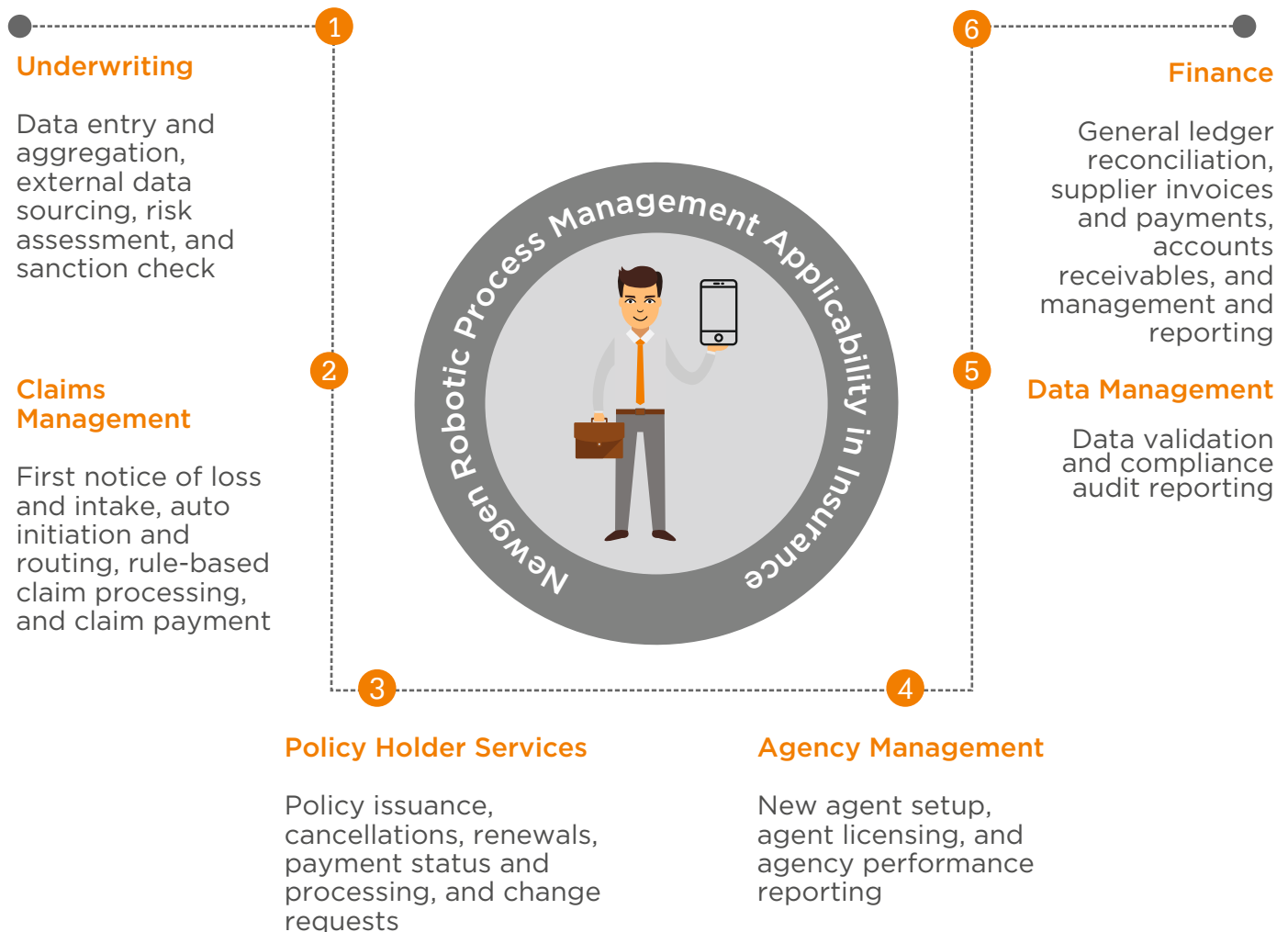


Branch office

- 
1. A bot initiates the motor claim request and fetches the customer's data and other documents for further processing
  2. The bot checks and validates the policyholder's captured data during policy issuance by accessing the core system
  3. The case is routed to a surveyor to complete the survey report per defined guidelines and service level agreements (SLAs)
  4. The bot fetches the surveyor's report from the mailbox, updates the records, and routes the claim request for final approval
  5. Post reviewing the policy data and the surveyor's report, the approver accepts or rejects the motor claim request
  6. Finally, the bot updates the core system and the payment status per the approver's remarks and notifies the customer

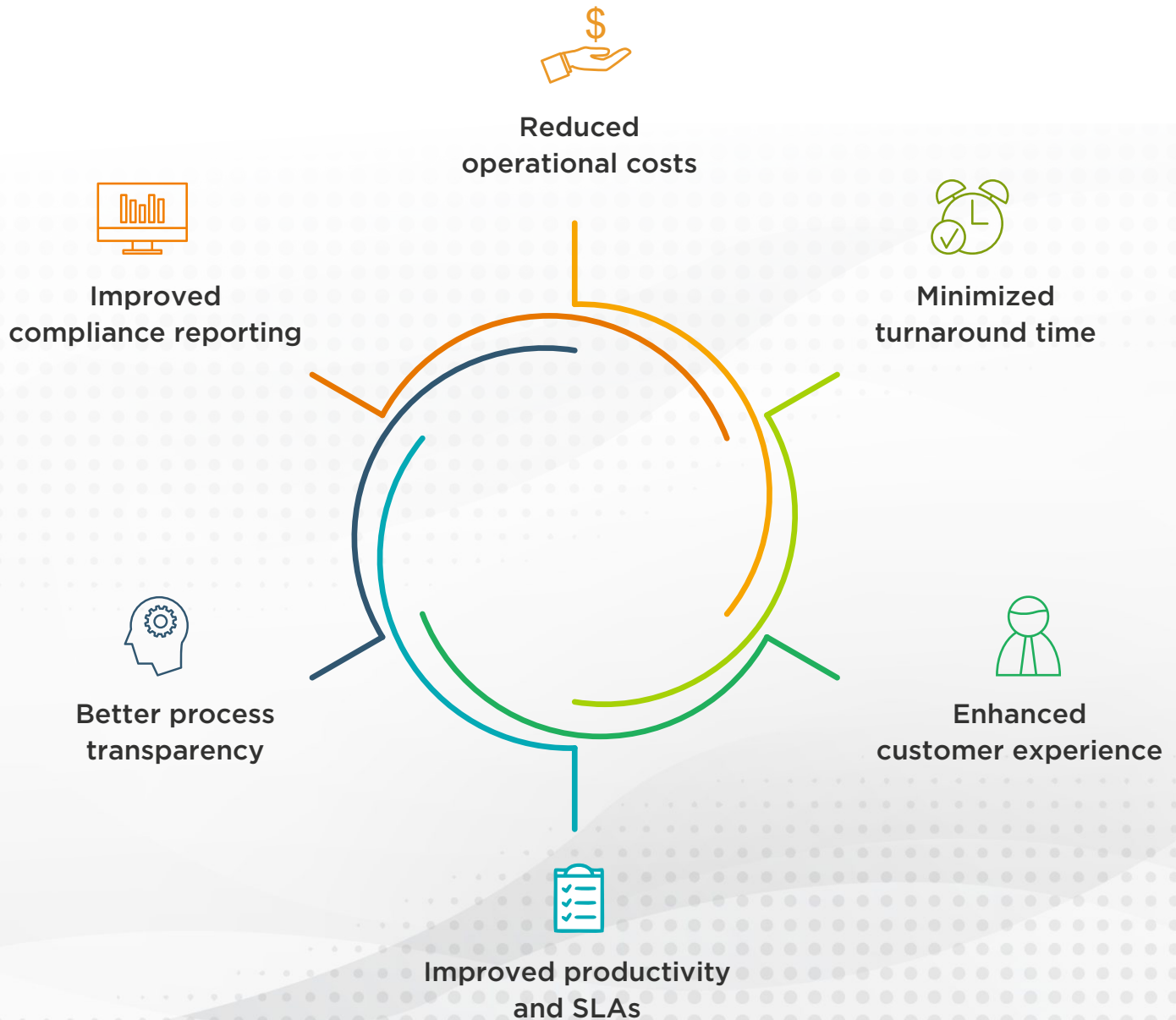
# Key Capabilities of Robotic Process Management

- **Bot Process Designer** – Create automated workflows for various insurance processes with the easy drag-and-drop features and web recording. Configure exceptions and alerts, process-specific input data, business rules, decision-based flows, and status change notifications
- **Robot Control Center** – Deploy and orchestrate bots in real-time for workload management and continuous process improvement. Monitor the execution of bots deployed in various insurance processes and control them per business and SLA requirements
- **Exception Management** – Manage exceptional cases seamlessly. These cases are routed automatically to your knowledge workers to allow them to focus on tasks that require reasoning and judgement
- **Non-invasive Integration** – Integrate bots seamlessly with in-house systems and third-party applications and enable automated data entry, calculations based on business rules. Ensure compliance, fetch previous claim history, insurance coverage details, and no claim bonus records and assist insurance agents to evaluate risks efficiently





# Why Newgen's Robotic Process Management?



## About Newgen

Newgen is the leading provider of a 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 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 7783  
CANADA: +1-202-800-7783  
AUSTRALIA: +61 290 537 174  
INDIA: +91 11 40773769  
APAC: +65 3157 6189  
MEA: +973-1-619-8002, +971 44541365  
EUROPE: +44 (0) 2036 514805

[info@newgensoft.com](mailto:info@newgensoft.com)  
[www.newgensoft.com](http://www.newgensoft.com)

