

Clause & Wording Management Solution for Specialty Insurers

Where template-based CCM fails, NewgenONE Customer Communications Management Platform with Clause Management succeeds

Clause-first architecture for complex policy construction.

Modern microservices for seamless integration.

The only platform combining sophisticated wording control with enterprise-grade Customer Communications Management.

WHY TRADITIONAL CCM FAILS FOR SPECIALTY INSURANCE

The Problem with template-based systems: Traditional CCM platforms were designed for high-volume, data-driven communications like billing statements and marketing materials. They excel at merging data into templates. But specialty insurance operates differently.

BUSINESS CHALLENGES



Redundant manual work with increased risk of human error



Wording-intensive, not data-intensive



Lack of centralized governance



Delayed rollout of critical updates



Clause-level risk exposure



Template-based approach and not risk or product based



Thousands of templates, leading to time consuming change management



Endorsement-heavy modifications



Limited visibility on custom/bespoke clauses

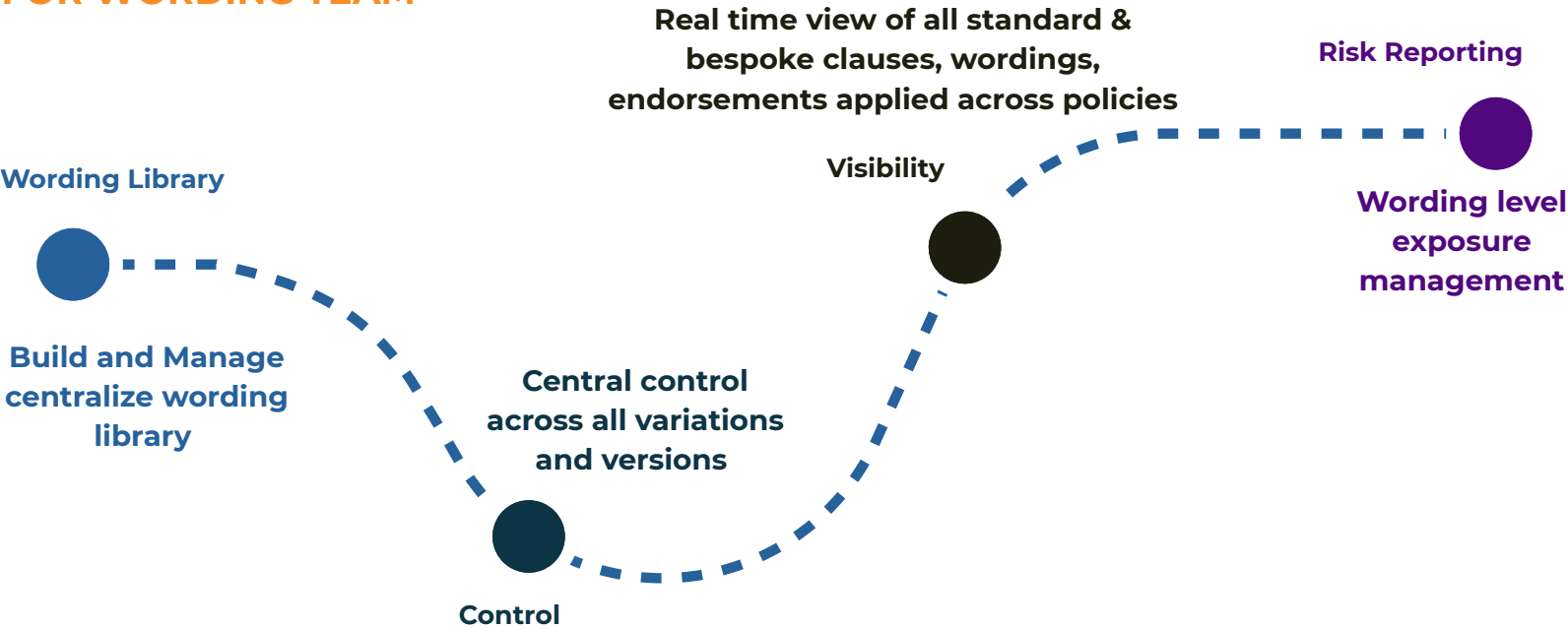
WHERE NEWGEN OUTSHINES

NewgenONE Customer Communications Management with Clause Management Platform combines world-class CCM technology with purpose-built clause and wording management. This integrated approach gives you an unmatched advantage.

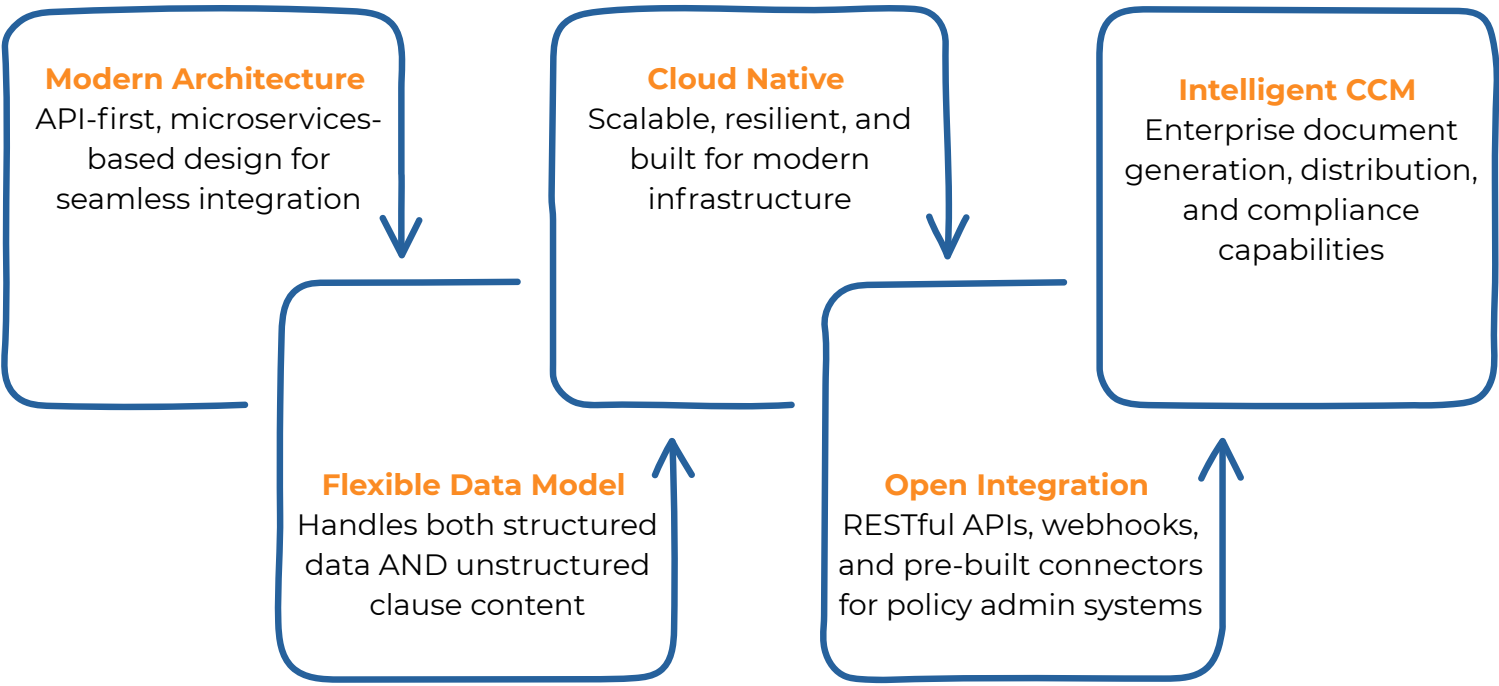
FOR UNDERWRITERS



FOR WORDING TEAM



FOR ENTERPRISE ARCHITECTS



Newgen is the only platform that understands specialty insurance requires both precision wording control AND enterprise-grade technology architecture

CORE BENEFITS



Version Control & Audit Trails

Complete version history with timestamped audit trails. Know who changed what when. Meet regulatory requirements confidently.



Cloud Native Architecture

Containerized, horizontally scalable, highly available. Deploy on-premises, cloud, or SaaS. Auto-scaling handles peak loads.



Team Collaboration

Break down silos. Review, comment, approve wording changes in real-time. One workspace for underwriting, legal, compliance.



Executive Risk Visibility

Wording-level exposure reports show what language deployed where, which clauses prevalent, where exposure exists portfolio-wide.



API-first Integration

RESTful APIs for clause libraries, policy assembly, version control, reporting. Pre-built connectors for faster implementation.



Wording Risk Management

Flag unauthorized changes, outdated clauses, compliance issues automatically. Eliminate wording risk before policies launch.



Microservices Design

Adopt incrementally. Start with clauses, add features later. Update independently without downtime or debt.



Enterprise Security

Encryption, audit logging. SOC 2, ISO 27001, GDPR compliant. Security-first design.



Regulatory Compliance

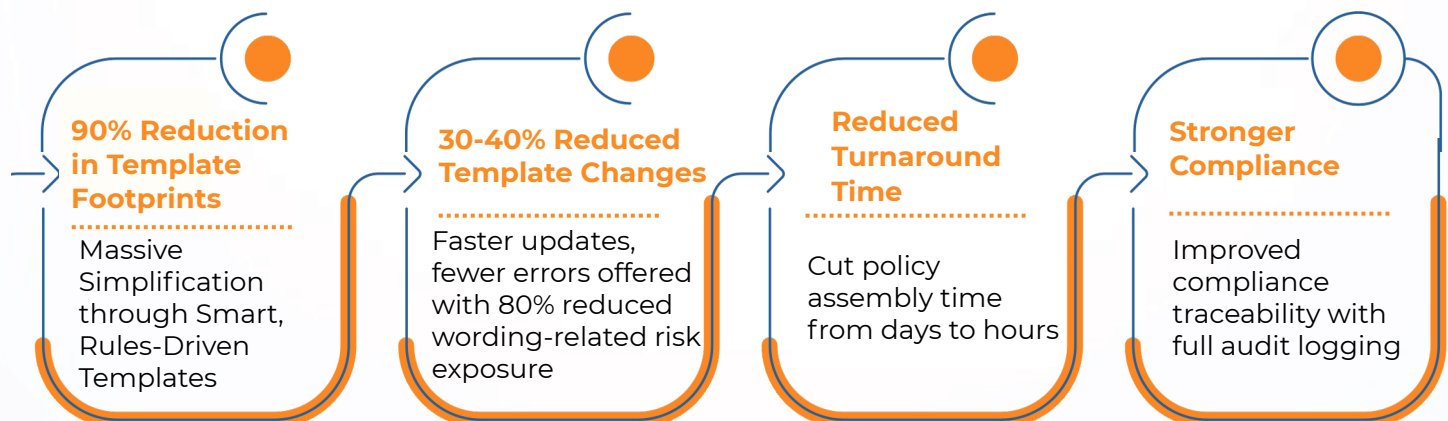
Track requirements across jurisdictions. Document approvals. Ensure policies meet current standards automatically.



Faster Policy Creation

Days to hours. Access pre-approved clauses instantly. Assemble policies confidently without compromising quality.

PROVEN RESULTS FOR GLOBAL INSURERS



CLIENT SCENARIOS CATERED

The Version Control Challenge

As an underwriter, I need to know that the cyber liability exclusion I'm using is the latest approved version—not the one from six months ago that legal flagged as problematic. NewgenONE CCM with Clause Management Platform ensures I always have access to current, approved wording with a complete audit trail.

Our client needs customized cyber coverage with specific exclusions that don't fit any template. Traditional CCM systems would force compromises or require manual workarounds. With Newgenone CCM with Clause Management Platform, I construct a bespoke policy using approved clause components while maintaining complete version control and compliance documentation.

The Bespoke Policy Challenge

The Wording Risk Exposure Challenge

Our Head of Underwriting needs to understand our wording risk exposure across the portfolio. In minutes, I generate a report showing which clauses are in-force across how many policies, where we have legacy language exposure, and which endorsements are most frequently used. The platform gives leadership the visibility they need to manage enterprise risk."

We're evaluating CCM platforms for our specialty lines. Traditional vendors require 6-12 months of custom development to integrate with our policy admin system. NewgenONE CCM with Clause Management Platform has pre-built connectors, RESTful APIs, and a microservices architecture. We prototyped the integration in two weeks.

The Integration Evaluation Challenge

The Repurposing Challenge

We customized a wording which was approved last year for marine hull coverage, another customer needs the same wording and the quote needs to be sent by the end of the day. Instead of searching through shared drives and hoping I have the right clauses, I access our pre-approved bespoke wording library and assemble a compliant policy in under an hour. NewgenONE CCM with Clause Management Platform makes it possible to do fast and accurate.

Newgen Recognized as a 'Leader' in the IDC MarketScape Report for Intelligent Customer Communications Management

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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