



A Global Insurer Modernizes
**Claims, Underwriting, and
Policy Servicing with
NewgenONE**



Client Overview

The insurer is a leading global provider offering health, motor, life, and property insurance across multiple markets. As customer expectations rose and service volumes increased, the organization found itself constrained by legacy systems and manual workflows. These bottlenecks slowed down claims processing, limited operational oversight, and made it increasingly difficult to deliver consistent service across regions. To overcome these growing pressures and modernize at scale, the leadership sought a unified platform capable of transforming claims, underwriting, and policy servicing into fast, intelligent, and fully digital processes.



Operational Challenges

The insurer faced several limitations that affected both customer experience and internal efficiency:

Low productivity across teams due to rigid, outdated technology that slowed response times

Manual workflows that stretched turnaround cycles and frustrated customers waiting for claims decisions

High operational costs caused by repetitive work and fragmented processes across regions

Paper-based documentation that introduced delays, errors, and compliance risks

Inconsistent decisions resulting from limited automation and subjective assessments

Skilled resources tied up in routine administrative tasks instead of value-driven work

Minimal visibility into bottlenecks, making it difficult for leaders to intervene before SLAs were breached

These were business risks, leading to slower settlements, rising customer dissatisfaction, and increased exposure to regulatory scrutiny, resulting in significant operational challenges.



The Competitive Edge

The insurer selected Newgen**ONE** after a comprehensive evaluation of multiple platforms, focusing on solutions that could streamline claims, reduce manual activity, and support long-term scalability. Newgen**ONE** provided clear advantages through its unified approach to workflows, content, and decisioning.

Straight-through processing and intelligent automation that replaced slow, repetitive work

A low-code platform enabling rapid updates across markets and regulatory zones

Seamless integration ensuring continuity with existing core and third-party systems

GenAI-powered document intelligence, through Newgen**ONE** Marvin, that reduced errors and strengthened compliance

Real-time dashboards providing leadership with complete visibility into performance and SLA risk

Enterprise-grade scalability that allowed growth without proportionally increasing staff



These capabilities positioned Newgen**ONE** as the ideal transformation platform for the insurer's modernization goals.

Newgen**ONE** provided a platform where processes could run faster, decisions could be made accurately, and teams could finally work without operational friction.

Transformation Across Claims, Underwriting and Servicing

Modernized Claims Processing

- Workflow-driven case management unified intake, triage, validation, and settlement end to end
- Priority-based routing ensured that time-sensitive claims reached the right experts instantly
- Straight-through processing reduced manual intervention and accelerated settlements
- Integrated document management eliminated delays caused by physical files and manual searches

Intelligent Underwriting

- Rules-based evaluation standardizing assessments and improving decision accuracy
- Automated risk analysis enabling faster approvals and reducing reviewer effort

Unified Service Experience

- Customer and agent portals offering easy submission of claims and service requests
- Real-time tracking of case progress creating transparency for customers and agents
- Mobile access enabling anytime visibility and faster engagement

Governance and Visibility

- Dashboards providing insights into performance, SLAs, and operational trends
- Automated audit trails that strengthen compliance and reduce administrative effort



Key Implementation Highlights

End-to-end Automation of Core Insurance Operations

Claims, underwriting, and policy servicing were automated on a single platform, removing manual handoffs and standardizing execution across functions.

Rule-driven automation enabled straight-through processing for eligible scenarios, significantly reducing manual touchpoints and accelerating turnaround.

Consolidated Content and Document Layer

Disparate and paper-based document systems were unified into a single intelligent content layer with automated capture, control, and traceability.

Integrated Digital Ecosystem

NewgenONE was integrated with core insurance and third-party systems to enable real-time data exchange and uninterrupted process orchestration.

Real-time Operational Intelligence

Configurable dashboards delivered instant visibility into workload, SLA adherence, and performance trends, enabling proactive management.



Outcome	Impact
End-to-end Digital Backbone	Claims, underwriting, and policy servicing standardized on a single platform, eliminating fragmented systems
Operational Productivity	Productivity increased by 50%, enabling significantly higher processing capacity
Automation at Scale	70% of decisions automated, reducing manual touchpoint across core functions
Faster Turnaround	20% of claims processed straight-through and first-contact resolution improved by 20%
SLA Performance	Claims completed within SLAs increased by 30% and SLA compliance improved by 20%
Cost Optimization	Claims, underwriting, and policy servicing standardized on a single platform, eliminating fragmented systems
Customer Experience	Claims, underwriting, and policy servicing standardized on a single platform, eliminating fragmented systems
Scalability and Self-sufficiency	Claims, underwriting, and policy servicing standardized on a single platform, eliminating fragmented systems



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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