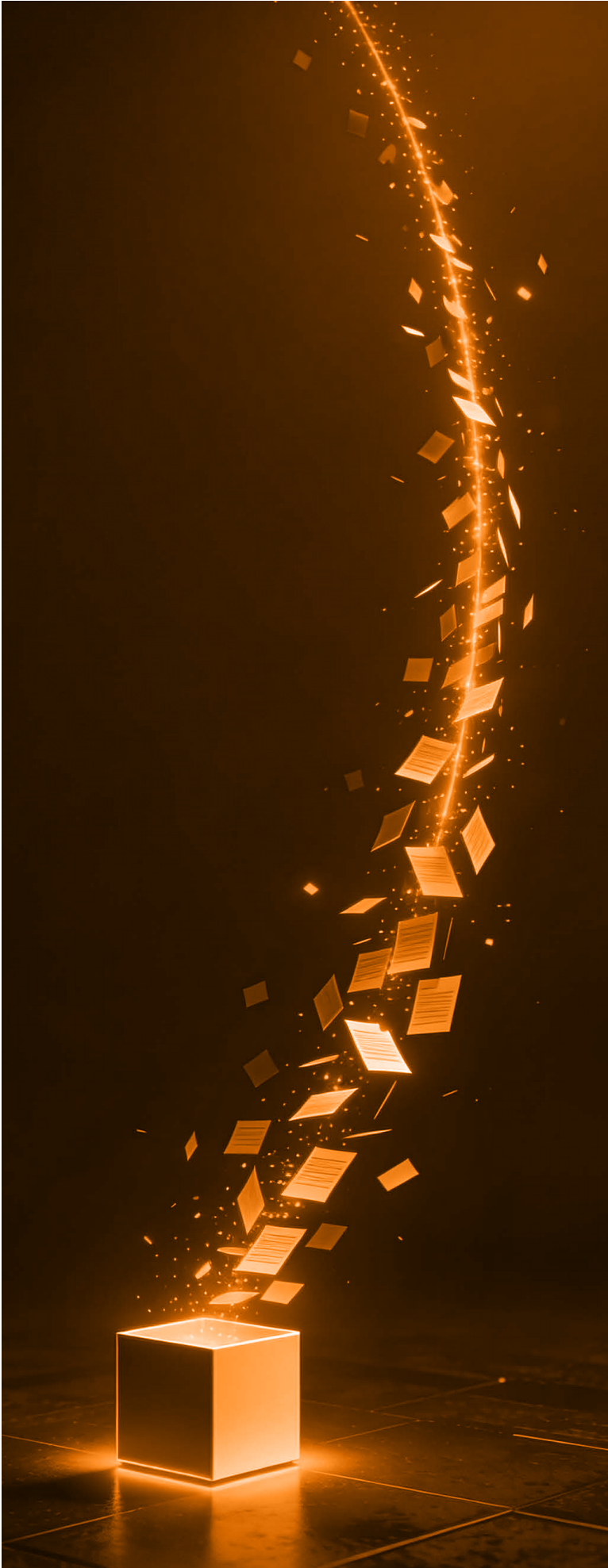




A Global Property and Casualty Insurer

Migrates
50 TB of
Enterprise
Data Across
93 Million
Documents
Through
**Content
Modernization**



Customer Overview

A global property and casualty insurer providing insurance and reinsurance solutions across multiple regions and industries. The organization manages document-intensive operations across policy administration, claims, underwriting, and compliance, supporting a large and geographically distributed user base

As part of an enterprise-wide modernization initiative, the insurer focused on upgrading its enterprise content management environment to improve document handling, governance, and user experience while continuing to operate existing core insurance systems.

Business Drivers for Modernization

The insurer relied on a legacy enterprise content management platform that had become difficult to scale and maintain. Document ingestion, storage, and retrieval processes were fragmented, with limited automation and inconsistent governance across regions.

The modernization objective was to improve operational efficiency, audit readiness, and system interoperability through a more robust content platform, while maintaining stability across existing insurance and business applications.

Business Challenges

Legacy content management platform with limited scalability and usability

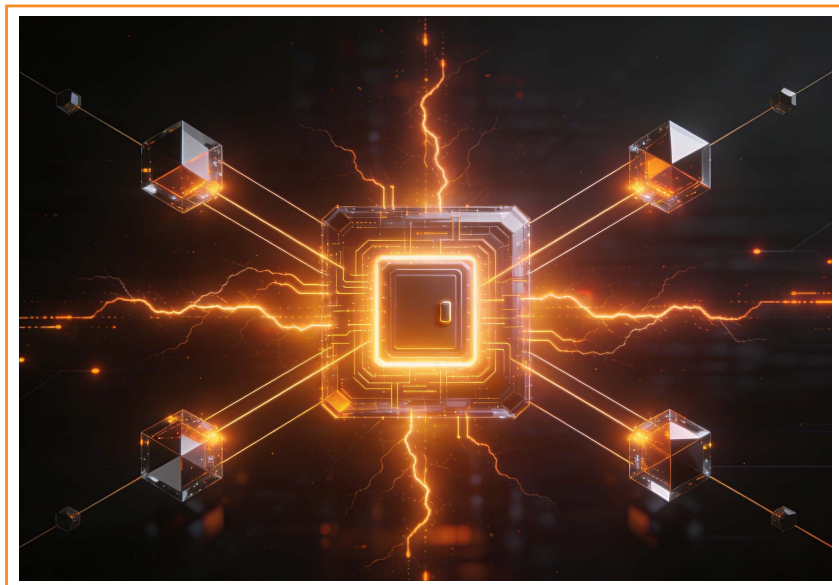
50 TB of documents spread across legacy systems and shared drives with manual metadata tagging

Lack of seamless, real-time integration with Guidewire, Majesco, Federato, and Salesforce

Inefficient document-driven workflows impacting claims and policy document processing

Limited visibility and traceability for audit and compliance

On-prem infrastructure creating operational overhead and scalability constraints



Why Newgen for Content Modernization

The insurer selected Newgen for its unified content platform that supports document-intensive insurance operations, strengthens governance and auditability, and integrates seamlessly with existing systems without disrupting core applications.

Key factors in the selection included

Deployment of Newgen ONE ECM and Content Workdesk for centralized document management	GenAI-powered metadata extraction and auto-indexing using Marvin, a Newgen ONE Gen AI agent	Integration of Newgen ONE Records Management System for compliance and records lifecycle management	Hybrid deployment with applications hosted on Newgen-managed cloud and data retained on the insurer's infrastructure
Use of Newgen ONE Business Process Management for workflow automation	Implementation of Newgen ONE ECM on web for multi-channel document capture	API-based integration with Guidewire, Majesco, Federato, and Salesforce	

Implementation Scale and Scope

Area	Scope
Users supported	400+ users
Ingestion sources	More than 10 ingestion sources
Third party integrations	7+ business applications
Audit coverage	100% audit trails
Data migrated	50 terabytes of enterprise content
Documents managed	93 million documents



Impact Delivered

Seamless integration with core systems without altering downstream application logic	Intelligent records management supporting compliance and retention policies	Secure hybrid deployment combining managed cloud applications with on-prem data storage
Streamlined document ingestion and metadata extraction	Enhanced productivity and user experience through centralized content access	Automated business workflows reducing document approval and processing turnaround times



Modernizing Enterprise Content for Business Agility

By modernizing its enterprise content management environment, the insurer established a centralized and governed content foundation supporting global operations. The initiative improved efficiency, compliance, and user experience while continuing to rely on existing core insurance systems and applications.

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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