



A Leading
US Health Plan
Standardizes Enterprise
Content Management
at Scale with Newgen**ONE**



About the Customer and the Project Background

The customer is a New York-based health plan, serving individuals, families, and businesses with Medicare, Medicaid, and commercial plans. Known for its strong focus on preventive care and community health, the organization sought to modernize enterprise-wide content and workflow management by replacing its legacy ECM platform to eliminate operational silos, enhance compliance readiness, and ensure real-time integration with downstream systems.

With **23+ document ingestion sources**, **over 160 TB of enterprise content**, and a highly distributed operational environment supporting **600+ users**, the organization faced growing challenges around governance, scalability, audit readiness, and operational efficiency.

The goal was clear: establish a future-ready, secure, cloud-native ECM foundation capable of automating workflows, preserving institutional knowledge, and delivering fast, accurate access to information across the enterprise.

What Was Slowing Down the Day-to-day Operations?

The health plan's existing content management system lacked the agility and intelligence needed to meet the demands of modern healthcare operations:

- **Fragmented Document Repositories & Legacy ECM**

Documents were scattered across systems with missing metadata, making retrieval slow, limiting enterprise search and reuse, and making audit readiness difficult

- **High Operational Overhead**

Manual, document-heavy workflows and on-premises infrastructure required significant IT effort and maintenance, upgrade, and security management costs

- **Security and Compliance Risks**

Siloed repositories, retention and records management policies and low traceability exposed the organization to regulatory and audit challenges

- **Limited Automation**

Manual ingestion and classification processes, limited ability to extract from unstructured administrative and clinical documents resulted in slow turnaround times and higher error rates

- **Lack of Centralized Governance and Visibility**

Limited traceability and control across content and workflows increased compliance risk and reduced operational transparency

- **Reliance on External Platforms**

Dependence on other platforms for workflow and communications customization

The Deciding Factors: Why the Customer Chose NewgenONE?

The customer selected the **NewgenONE Contextual Content Services platform**, which offers strong content-centric workflows after evaluating multiple platforms, recognizing its ability to tailor the solution for regulated healthcare environments while combining:



Intelligent Content Management

Metadata-driven document classification, automated batch ingestion, version management, and 100% audit trails across document categories

Records Management and Lifecycle Governance

Governance aligned with healthcare compliance requirements in the United States

Proven Large-scale Migration Expertise

Successful migration of 160+ TB of legacy content using AWS Snowball with 100% preservation of metadata and folder structure

Seamless System Integration

API-based integration with ESB/DataPower Gateway through a custom wrapper layer, MFT + SFTP pipelines, and real-time data updates from vendors

Cloud-native Secure Deployment

Deployment on Newgen's U.S.-based managed AWS cloud, meeting 100% of the customer's security and compliance requirements, including encrypted S3 storage and secure access controls

End-to-end Workflow Automation

Ability to automate enrolment and back-office workflows while maintaining transparency, control, and compliance

The deployed architecture follows a modern, decoupled enterprise pattern:

- NewgenONE Content Management serves as the authoritative repository for documents and records
- NewgenONE Intelligent Process Automation orchestrates document-centric workflows
- Core payer systems (including TriZetto platforms) remain systems of record for eligibility, benefits, and claims
- Middleware enables bi-directional metadata and document context exchange
- Salesforce provides front-office visibility into governed content stored in NewgenONE

This architecture minimizes risk to core transaction systems while maximizing reuse of content, workflow, and AI services.

Key Implementation Highlights

The deployed architecture follows a modern, decoupled enterprise pattern

- **Mass Data Migration at Scale**
Migrated 60TB of hot data (active documents from the last three years) and 100TB of cold archival data with zero data loss
- **API-driven Integration Without Disruption**
Enabled seamless integration via ESB/DataPower Gateway using a custom API wrapper, ensuring 100% continuity for downstream applications
- **Automated Batch and Real-time Ingestion**
Enabled ingestion from 10+ upstream vendors using MFT + SFTP for batch processing and real-time data ingestion via APIs
- **Metadata-based Access and Workflow Enablement**
Configured 45+ document categories and 50+ metadata attributes, supporting linear enrollment workflows and faster document retrieval for 600+ active users
- **Enterprise-grade Security**
Implemented site-to-site IPsec VPN, role-based access control (RBAC), IP whitelisting, and encrypted data movement across environments

Compliance and Governance

The implementation emphasized healthcare-grade governance:

- Metadata-driven access controls and role-based security
- Full audit trails across document lifecycle events
- Records retention and disposition aligned with regulatory mandates
- Encryption at rest and in transit
- Support for healthcare compliance expectations across Medicare, Medicaid, ACA, and commercial programs

Impact and Differentiation

End-to-end Digital Backbone

Unified content services and workflow automation on a single, cloud-native platform, replacing fragmented legacy systems



Audit-ready Compliance

Achieved 100% traceability with centralized governance, metadata tagging, and complete audit trails



Reduced IT Overhead

Decommissioned legacy content management platform and on-prem infrastructure, lowering operational and maintenance costs



Improved Operational Efficiency

Significant reduction in document access, approval, and processing turnaround times across enrollment and back-office teams



Scalable, Future-ready Framework

Platform designed to support growing document volumes, new workflows, and evolving regulatory requirements without re-architecture



Anticipated Implementation Impact

- **30–50% reduction** in time spent locating documents
- **Meaningful reduction** in manual document handling and rework
- **Improved audit readiness**, reducing compliance preparation cycles
- **Lower dependency** on custom development in external workflow platforms

In Conclusion: Unlocking Simplicity in Complex Healthcare Operations

By replacing fragmented legacy systems with the Forrester-recognized Leader in ECM, NewgenONE Contextual Content Services platform, which offers advanced content-centric workflows, the health plan transformed enterprise content management into a secure, scalable, and intelligent digital foundation. The organization now benefits from centralized governance, faster operations, reduced IT overhead, seamless integrations, and a stronger compliance posture, demonstrating that even large-scale, complex healthcare environments can achieve simplicity, agility, and confidence.

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.

For Sales Query

AMERICAS: +1 (202) 800 77 83
CANADA: +1 (202) 800 77 83
AUSTRALIA: +61 290 537174
INDIA: +91 11 407 73769
APAC: +65 3157 6189
MEA: +971 600 521 468, +27 11 461 6497
EUROPE: +44 (0) 2036 514805

info@newgensoft.com
www.newgensoft.com

