An Australia-based Automotive Solutions Company Transforms Multiple Processes with Newgen's Low Code Platform

Background

The company provides specialized automotive solutions and services and has employees across New Zealand, Australia, and the UK. The solutions include accident management, subscription car ownership, and automotive professional service. The company is on a growth path through new business ventures and acquisitions.

Problem Statement

As a fast-growing organization, the company was facing several bottlenecks, including:

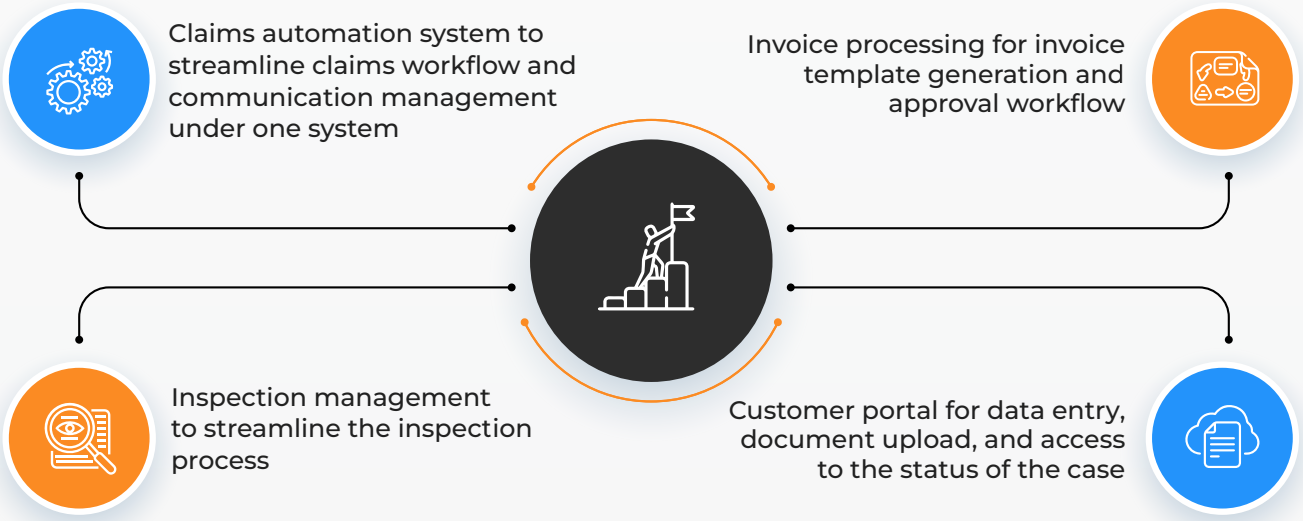
- High rate of errors due to manual processing
- Time-consuming process of retrieving documents
- Delay in claims processing
- Ineffective multi-channel communication
- Lack of a common platform and dependency on different applications

The Key Objectives

The company was seeking a modern system that could streamline the claims management process, invoice processing, and inspection management amongst others to reduce turnaround time and enable self-servicing. It wanted customers to be able to easily initiate web-based claims applications. Additionally, the firm needed a solution that could generate vendor and customer contracts as well as provide real-time status updates of vehicles, claims, accident replacement cars, and the realization of revenue.

Streamlining Multiple Processes with Newgen

The client implemented the below solutions, built on Newgen's low code process auto-mation platform:



Client's Problem Statement	Newgen's Approach
Complete manual processing for claims management and other organizational processes	Automation of processes through a low code-based process automation platform. Processes automated – Claims Management, Service Contract Management, Inspection Management, Invoice Processing
Request/case initiation through phone calls from customers followed by manual data entry	Intuitive customer portal and integration with other applications for omnichannel initiation and eliminating redundant data entry
Data entry through basic forms	Newgen's interactive iForms for a seamless data entry experience, including input validation rules to reduce manual entry errors and maintain the sanity of the case information. Enhanced UI/UX for better customer experience
Fetching and utilization of data from various 3rd party applications and an absence of a central source of truth for all cases	Newgen's low code-based offering acts as a central solution for around 17 peripheral applications and data sources to fetch data from multiple sources through APIs/Web Services-based integration with existing systems. Key Applications: Zoho, Oracle NetSuite, iBodyshop, Redbook (AU), AWS Connect, ActionStep, Stripe-Pay-ments, etc.
Lack of efficient tracking and monitoring of the cases	Personalized dashboards, reports, and landing pages as per different user personas with real-time status and monitoring of cases, documents, and other information.
Manual reminders and requests for quotation from repairer/partner	Integration with existing repairer application and extending Newgen's low code process automation platform to repairer/partner for automating and providing a seamless flow of information, quotations, and task allocation

Solution Highlights

Configurable external customer portal through rapid application development framework

Intuitive dashboard for 360-degree visibility of claims status and report generation

Multi-channel engagement with customers across various channels

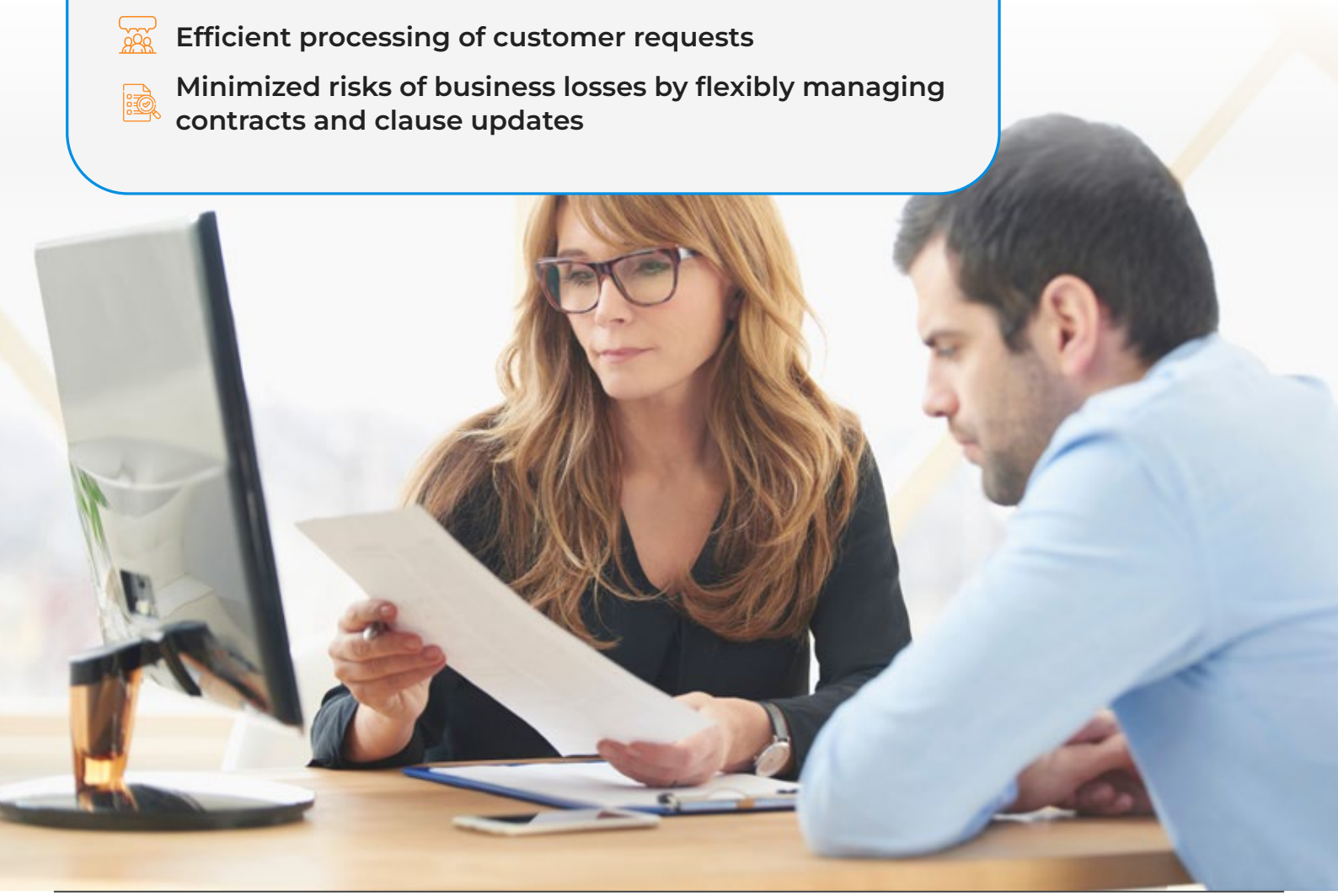
Template generation capability for services contract management

Seamless integration with around 17 internal and external business applications

Automation of core business processes such as inspection management, invoice approval, and partner management

Benefits of the Implementation

- Straight-through processing (STP) to streamline claims processing
- Real-time alerts and notifications to ensure complete transparency in the claims process
- Seamless integration with core system and third-party business applications to automatically submit cases in real-time
- Personalized dashboard to easily track case progress and detect improvement areas
- Efficient processing of customer requests
- Minimized risks of business losses by flexibly managing contracts and clause updates



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.

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October, 2022