

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:

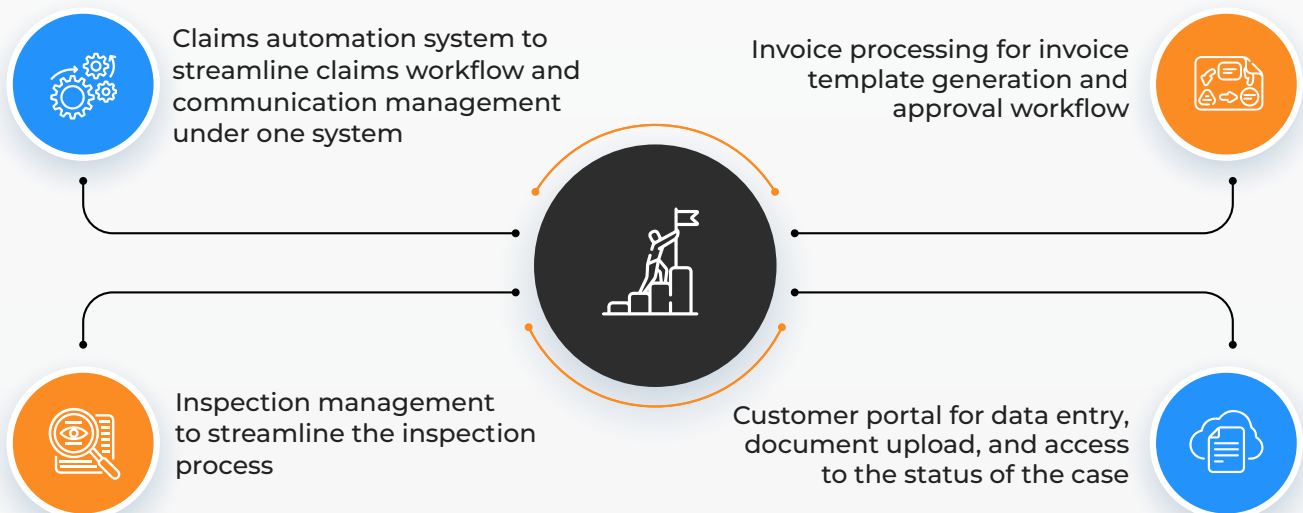


The Key Objectives

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

Complete manual processing for claims management and other organizational processes

Request/case initiation through phone calls from customers followed by manual data entry

Data entry through basic forms

Fetching and utilization of data from various 3rd party applications and an absence of a central source of truth for all cases

Lack of efficient tracking and monitoring of the cases

Manual reminders and requests for quotation from repairer/partner

Newgen's Approach

Automation of processes through a low code-based process automation platform. Processes automated – Claims Management, Service Contract Management, Inspection Management, Invoice Processing

Intuitive customer portal and integration with other applications for omnichannel initiation and eliminating redundant data entry

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

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.

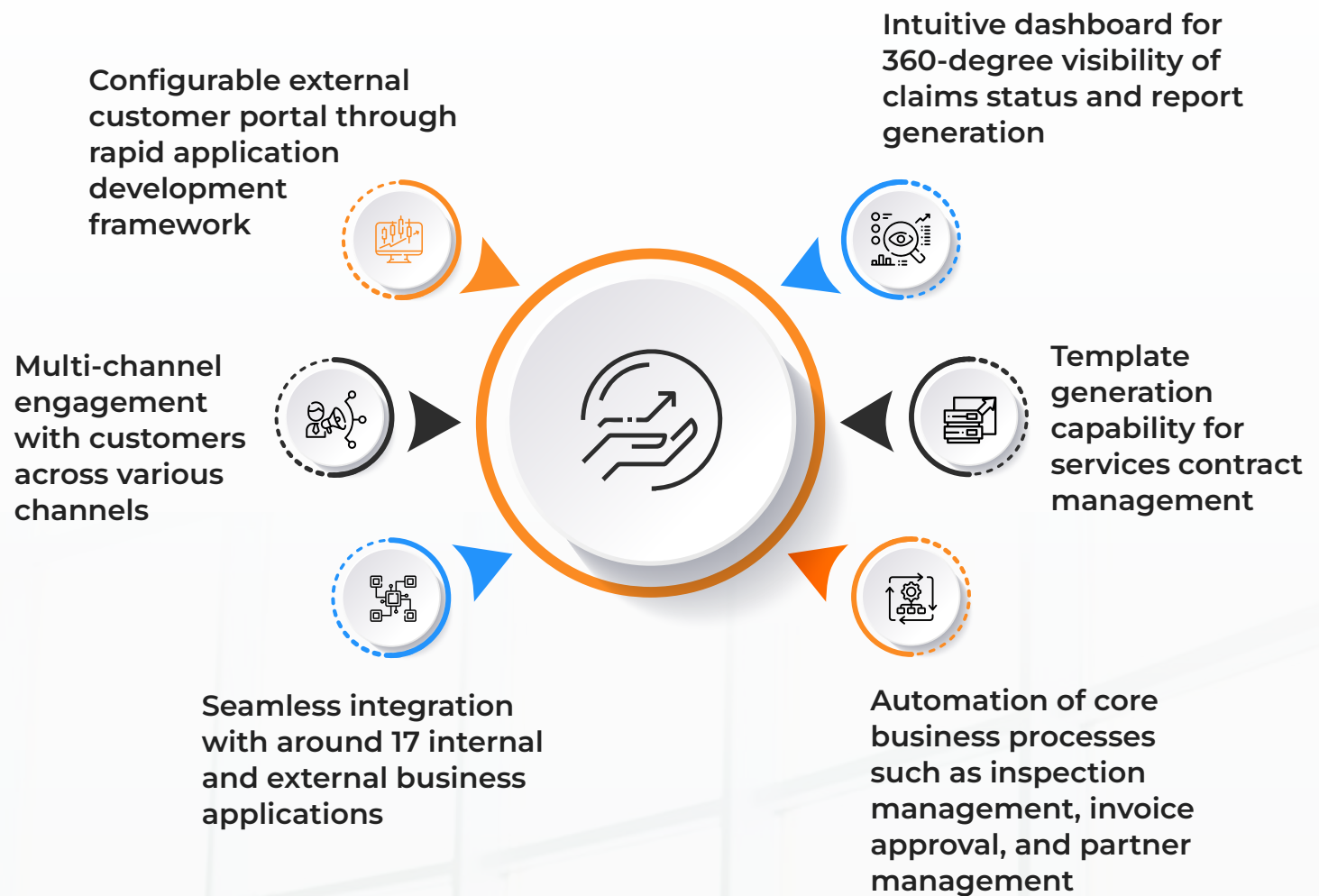
Key Applications: Zoho, Oracle NetSuite, iBodyshop, Redbook (AU), AWS Connect, ActionStep, Stripe-Pay-ments, etc.

Personalized dashboards, reports, and landing pages as per different user personas with real-time status and monitoring of cases, documents, and other information.

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



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



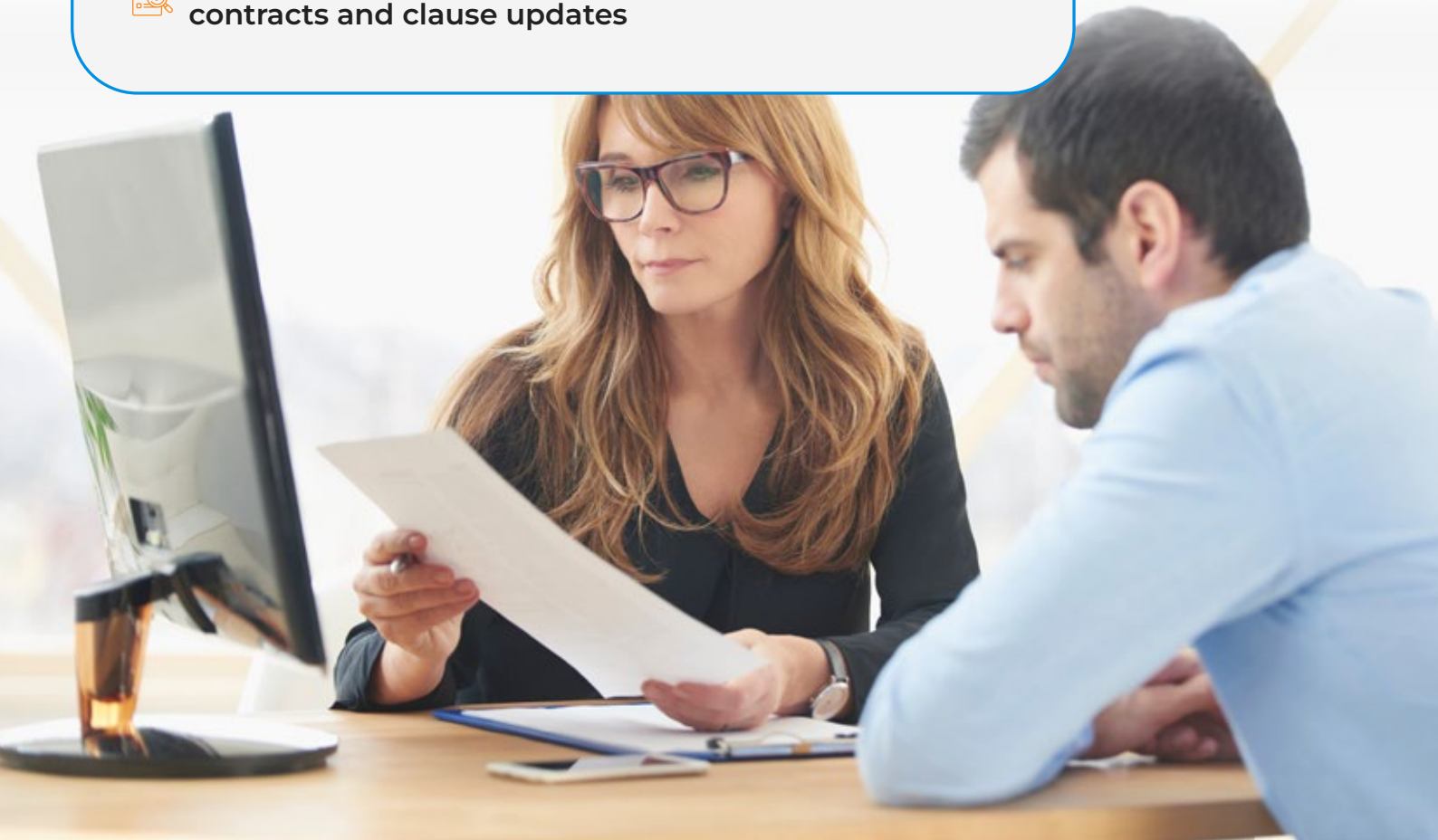
Personalized dashboard to easily track case progress and detect improvement areas



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.

FOR SALES QUERY

AUSTRALIA: +61 290 537 174
CANADA: +1-202-800-7783
AMERICAS: +1 (202) 800 7783
INDIA: +91 11 40773769
APAC: +65 3157 6189
MEA: +973-1-619-8002, +971 44541365
EUROPE: +44 (0) 2036 514805

info@newgensoft.com
www.newgensoft.com

