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How a Global Insurer Improved Productivity by 50 Percent Through Policy Administration Modernization



CUSTOMER OVERVIEW

At a Glance

Industry
Insurance

Lines of Business
Health, Motor, Life, Property

Core Environment
Legacy Policy Administration System

Transformation Focus
Policy administration modernization



A leading global insurer was experiencing steady growth across several insurance lines. As policy volumes increased and product portfolios expanded, the insurer's legacy policy administration environment began to struggle with rising operational complexity.

While the policy administration system continued to manage policy records and transactions, many policy lifecycle processes surrounding it relied on manual workflows and fragmented systems. Policy issuance coordination, underwriting reviews, and servicing requests required significant administrative effort, which slowed policy operations and limited operational visibility.

The insurer launched an initiative to modernize its policy administration environment in order to streamline policy lifecycle operations and support continued growth.

BUSINESS CHALLENGES

Policy issuance required coordination across multiple teams and systems

Underwriting teams spent significant time reviewing & organizing policy documentation

Policy servicing requests such as endorsements and updates lacked clear tracking & transparency

Document intensive processes increased administrative workload

Limited visibility into policy processing timelines and service level performance

These inefficiencies increased operational costs and made it difficult to respond quickly to policyholder needs.

Modernizing the Policy Administration Environment with NewgenONE

To modernize policy administration operations, the insurer implemented NewgenONE to streamline and strengthen the capabilities of its existing PAS environment.

Key capabilities enabled included:

- Structured workflows connecting underwriting, policy servicing, and claims related processes
- Centralized capture and management of policy documentation to enable faster retrieval and reduce manual handling
- Rule driven decision support to improve underwriting consistency and accelerate risk evaluation
- Digital workflows enabling faster coordination across operational teams
- Real time dashboards providing visibility into policy volumes, processing timelines, and service level performance

Policy Lifecycle Transformation

Policy Lifecycle Area	Before Modernization	After Modernization
Policy Issuance	Manual coordination across teams slowed policy processing	Structured workflows accelerated issuance and approvals
Underwriting	Document heavy reviews delayed risk assessment	Organized document capture enabled faster underwriting decisions
Policy Servicing	Requests moved across teams without clear tracking	Standardized digital processes improved transparency
Document Management	Paper intensive handling of policy documentation	Centralized repository for secure storage and retrieval
Operational Visibility	Limited insight into policy processing timelines	Real time dashboards provided operational visibility

Impact Delivered

Impact Area	Improvement
Operational Productivity	Increased by 50%, enabling teams to process higher policy volumes more efficiently
Automation	70% of operational decisions automated, significantly reducing manual effort
Operational Costs	Reduced by 40% due to streamlined workflows and lower administrative overhead
SLA Performance	Service level compliance improved by 30% as policy lifecycle processes became faster
Customer Experience	Customer satisfaction improved as policyholders experienced faster responses and more efficient policy servicing

Driving Efficiency Across the Policy Lifecycle

By modernizing policy administration operations, the insurer transformed the way policy lifecycle activities were managed across underwriting, servicing, and operational support functions.

The organization now operates with a more efficient and scalable policy administration environment that enables faster policy processing, improved operational visibility, and a stronger customer experience.



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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MAR 2026

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