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An Indian State-Owned Insurance Company Enables Employees to Work From Home with Newgen Platform

Overview

The company is a leading insurance provider in India. They had implemented two key components of Newgen's digital automation platform - enterprise content management (ECM) and business process management (BPM), for managing a large volume of data and streamlining the underwriting process. The client also chose Newgen's enterprise mobility solution for conducting business on-the-go.

In a bid to contain the spread of Covid-19, the client wanted the employees to work from home.

To facilitate this, the insurance company urgently reached out to Newgen to set up the required digital infrastructure.
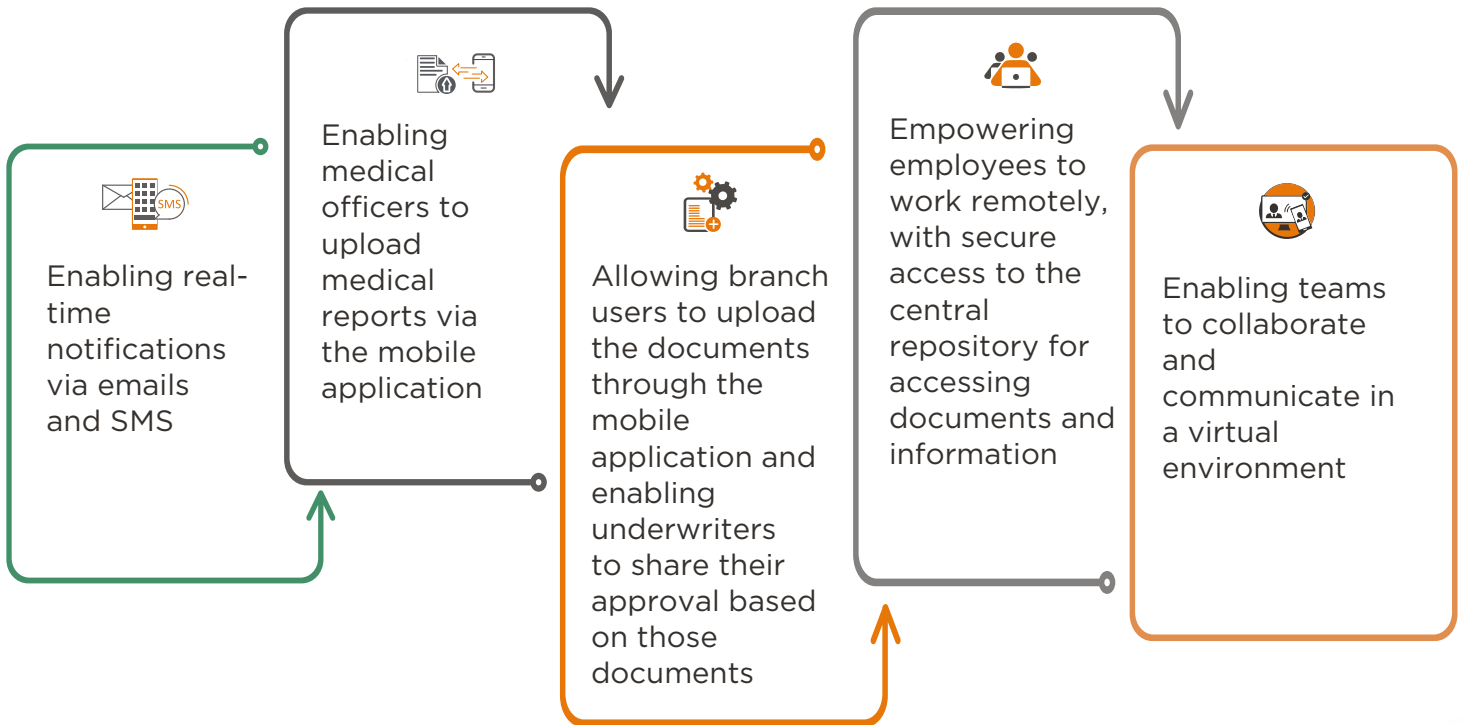
The Need of the Hour

➤ **The client's requirements:**

- Empower employees to work remotely with access to the information stored on the central server

- Enable seamless collaboration across divisional, zonal, and central offices

- Allow users to effectively capture proposal documents and upload for real-time processing

Newgen ensured business continuity and work from home by:

Enabling real-time notifications via emails and SMS

Enabling medical officers to upload medical reports via the mobile application

Allowing branch users to upload the documents through the mobile application and enabling underwriters to share their approval based on those documents

Empowering employees to work remotely, with secure access to the central repository for accessing documents and information

Enabling teams to collaborate and communicate in a virtual environment

Newgen Products Implemented

- OmniDocs ECM
- OmniFlow BPM
- OmniXtract
- OmniScan
- Enterprise mobility
- Business activity monitoring
- Business rules management
- Records management

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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