

# Philippines-based Insurers Automate Health Insurance Processes with Newgen

## Overview

The Philippines-based leading insurance companies were looking to automate their health insurance processes. They wanted to replace obsolete legacy systems and reduce dependence on manual and paper-based processes.

## Transforming Processes with Newgen

To help the clients cater to their retail and commercial customers effectively, **Newgen replaced the core legacy systems with end-to-end core insurance-specific applications**, built upon a robust low code digital automation platform. The implementations reduced the dependence on paper-driven manual processes and improved the process turnaround time with auto-allocation of work items.

- **iBPS Intelligent process automation (BPM)** created a connected enterprise by contextualizing insurance processes and empowering users with omnichannel access to information
- **OmniOMS omnichannel customer engagement (CCM)** enabled real-time communications with customers at each touchpoint, including policy quotation, issuance acknowledgment, and welcome letter with new policy schedule
- **Business rules management system** allowed calculation of risk scores and categorization of claims as fast track or non-fast track
- **Business activity monitoring** enabled real-time access to all policy and claims related information
- **Enterprise mobility** empowered users to perform key tasks on-the-go, including remotely locating an agent, requesting a policy quote, and submitting a request for policy issuance

### Key Challenges

- Lengthy software development lifecycle leading to delays in launching new products
- Difficulty in making changes without coding
- Manual and time-consuming processes
- Obsolete legacy systems
- Lack of case tracking and visibility
- Absence of SLA-tracking mechanism

## Benefits Achieved

- **Quick solution delivery and rapid roll out of new products and services**
- **Reduced dependency on the IT team for minor configurations**
- **Improved customer experience**
- **Reduced manual intervention with straight-through processing**
- **Improved visibility for senior management on KPIs and SLAs**

## Modules Implemented

- Product setup
- New business
- Policy underwriting
- Claims management
- Provider management
- Quotation management
- Agent management
- Policy administration and servicing
- Billing and finance



## 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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