

One of the UAE's Largest Insurers Transforms Motor Claims Process with Newgen



About the Customer

Established in 1927, the customer is a composite insurance provider headquartered in Abu Dhabi, the UAE. It is one of the leading insurers in the GCC region, with a wide network of branches, sales, and customer service centers. The insurer provides consumer and commercial insurance products to individuals and organizations across the Middle Eastern and North African regions.

The Customer's Pain Points

The customer's motor claims process was document intensive and involved manual interventions for communications and management. The insurer trusted Newgen as its technology partner to address several challenges, including:

▶ **High cost of claims**

The inefficient handling of the high volume of motor insurance claims led to data entry errors, duplicate claims payouts, and cost leakages



▶ **Inadequate verification process**

Legacy systems made it difficult to identify unusual patterns or anomalies in claims data, making verification challenging



▶ **Dwindling customer experience**

The lack of transparency and personalization, along with unforeseen delays, adversely impacted customer experience



▶ **Delayed claims settlement**

A manual process of collecting information and evidence, determining liability, and fraud-checking resulted in a lag in claims settlement



▶ **Compliance challenges**

The lack of automated tools in legacy systems made it difficult to keep up with different regulations and compliance guidelines



The Regular Industry Approach

With the rising number of vehicle owners, insurance companies are looking to efficiently process motor claims and reduce operational costs. They seek solutions that can streamline the claims process, provide real-time data analysis, reduce fraudulent claims, and enhance customer experience.

While claims management solutions typically help in capturing data, reduce paperwork, and enable risk detection, large businesses need an advanced solution with AI/ML capabilities to manage a high volume of claims, make data-driven decisions and improve collaboration across departments.

How Newgen Helped

The customer selected Newgen's Claims Management solution for motor insurance to streamline its process. The AI-powered solution streamlined the entire claims lifecycle, from intimation to adjudication and settlement.

- ▶ **Unified Dashboard:** The policyholders easily captured and uploaded vehicle images and videos into the system and tracked the status of claim registration and submission in real-time
- ▶ **Integration Architecture:** The seamless integration with third-party systems and legacy applications facilitated a smooth flow of information across the organization, aligning disjointed processes
- ▶ **Repairer and Surveyor Portal:** The customer instantly accessed a location-based list of repairers and surveyors on the iBPS mobile application and auto-allocated them after identifying multiple factors
- ▶ **Intelligent Assessment:** The insurers quickly auto-prioritized and intelligently allocated cases to claim handlers at various queues of the process based on case complexity, user workload, etc.
- ▶ **Claims Workbench:** An intelligent business workflow capability displayed the repairer and surveyor's estimates on a consolidated screen through Newgen's Claims Workbench. A decision support system helped the claims handler get the best estimates, trigger the purchase order documents, and share relevant communication with the repairer
- ▶ **Document Generation:** The solution seamlessly managed partial or full payment processing and leveraged AI/ML models for final payable calculations. The customer easily generated documents like final claim settlement letters, credit notes, and debit notes within the system
- ▶ **Monitoring and Insights:** AI algorithms enabled the insurer to identify patterns to suggest fraudulent activities, default probability, and share allocation recommendations. The escalation matrix and monitoring reports ensured transparent and timely claim processing

The Benefits of Implementation



Improved Turnaround Time

The solution resulted in a significant reduction in claim processing time and provided a 360-degree view of the claim. Auto-trigger capability and generation of claim settlement letters based on categorization enhanced decision-making and improved claims review and approval time



Zero Case Loss

The omnichannel access for claims intimation resulted in the elimination of case loss



Fraud Prevention

AI/ML models effectively identified and prevented fraudulent claims by extracting and analyzing historical data



Enhanced Accuracy

A unified platform for multiple departments automated repetitive tasks and enabled users to effectively handle complex scenarios and improve accuracy



Reduced Cost

Shifting to a single digital repository helped the insurers cut physical document storage cost

Summing Up

With Newgen's AI-powered motor claims management solution, the insurer was able to tackle several challenges. The solution enabled the insurer to improve TAT, expedite claims processing, prevent fraud, and enhance the customer experience. It significantly reduced cost leakages and introduced transparency through integration.

About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, communication management, 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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