



US-based Fortune 500 Insurer Digitally Transforms its Processes with Newgen

in collaboration with Infosys

Successfully digitized and uploaded approximately half a million documents, equivalent to about 20 million pages.



Overview

Our client is the largest publicly traded property and casualty insurance company in the United States and a constituent of the Dow Jones Industrial Average. They offer a wide range of insurance products, encompassing auto, property, and commercial lines.

The client handles complex, multi-decade injury and environmental claims, often involving multiple parties, predominantly reliant on paper records. To improve efficiency, they wanted to digitize half a million claims across North American offices, enhance document retrieval, cut real estate expenses, and implement a centralized document management system. Seamless collaboration across teams and lines of business was crucial for this transformation.

The Client's Pain Points

Complex, Prolonged Claims Handling:

The client managed complex injury and environmental claims that could extend for over 40 years. These claims involved various parties, making them inherently challenging

Paper-based Interaction Dependency:

Due to the sensitivity of information exchanged during litigation, the company heavily relied on paper-based interaction

Transformation of Large Claims Database:

The client needed to transform a substantial database of half a million paper and electronic claims spread across multiple North American offices

Delayed Litigation Response: Manual and time-consuming document search processes resulted in delays in responding to litigation matters, impacting the speed of the response

Lack of Remote Work Flexibility: The usage of paper documents hindered users' ability to adapt to remote work, which is increasingly important in today's flexible work environment

High Real Estate Costs: Storing a large volume of paper documents required significant physical space, leading to higher real estate cost

Absence of Centralized Document Management: The business lacked a comprehensive enterprise platform for central document capture, preservation, and electronic document management. This gap hindered efficient information handling

Coordination Across Multiple Teams and Business Lines: Coordinating with multiple teams and business lines was not smooth, which made the overall operation complex



What is a Regular Industry Approach to these Pain Points?

The industry commonly relies on traditional approaches to handle extensive content and information needs. This includes employing legacy Document Management Systems (DMS) or utilizing shared drives for document handling. Communication between both external stakeholders and internal departments predominantly happens via email. However, the practice of archiving emails for future reference often results in information loss and delays in locating pertinent communication threads. Additionally, managing large volumes of physical files often involves costly external service providers. To track document references and monitor the status of missing, required, and available documents, companies frequently resort to maintaining Excel sheets. Despite these efforts, the industry faces challenges in efficiently managing content and information due to the limitations and drawbacks inherent in these conventional methods.

Transformative Steps Taken by Newgen in Collaboration with Team Infosys

Leveraging the Agile Kanban methodology, Newgen, with team Infosys, assessed the nature and volume of documents within the defined scope, developed a strategic roadmap, implemented contextual content services (ECM) platform, trained users nationwide, and performed the following set of tasks:

Solution Evaluation and Demo: Evaluated both in-house and commercial off-the-shelf (COTs) products based on approximately 150 criteria, including technology, business fit, performance, security, and cost

Pilot and Cloud Architecture Development: Successfully created a secure VPN tunnel to the cloud, implemented outbound email confirmation, enabled single sign-on, and integrated feeds between on-premise and cloud systems, requiring coordination across two lines of business and approximately 15 groups

Configuration and UAT: Accomplished the configuration and user acceptance testing of basic and advanced security features, basic and advanced business requirements, outlook integration, and OCR conversion. This included three production releases within a timeframe of 11 months

Nationwide Rollout and Training: Conducted comprehensive nationwide rollout and training for over 350 business users across 10+ locations

Digitization and Uploading of Documents: Successfully digitized and uploaded approximately half a million documents, equivalent to about 20 million pages, to the ECM platform, executed by the BPO team

Ongoing Production Support and Upgrades: Currently, the team's primary focus is on providing production support and upgrading to the latest version of the ECM

| Results

Significant Real Estate Cost Reduction: Achieved a remarkable **25-30% reduction in fixed real estate cost** by substantially decreasing physical file space at downtown office locations and cutting paper usage for account documents by **nearly 75%**

Enhanced Security and Access Control: Implemented advanced security and access control features within the platform, enabling private collaboration among respective teams and ensuring data integrity

Efficient Electronic Storage Management: Realized approximately 15% of savings by reducing electronic storage of duplicate documents, optimizing resource allocation

Streamlined Document Handling: Enabled quick and efficient document retrieval, simplifying the process of sending documents to legal teams for litigation support

Tailored Digital Document Security: Established group-specific digital document security protocols, ensuring that each team's data remained secure

Improved Workforce Flexibility: Expanded workforce flexibility, allowing employees to work remotely, contributing to increased employee satisfaction and adaptability to modern work arrangements

Mitigated Risk Through Digitization: Mitigated potential risks associated with paper documents by successfully digitizing records, enhancing data security and accessibility

| Summing Up

The team's success in delivering before the planned release date and within budget, surpassing expectations in ECM implementation, can be attributed to continuous and focused communication. This success was achieved through close collaboration with multiple groups, transparency in information sharing, timely identification of risks, and the formulation of effective mitigation plans.

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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