



A Leading Indian Insurer Improves Claims Management Experience with Newgen

*Automates end-to-end claims journey for quick, accurate,
and secure settlements*



About the Customer

The customer is a premium insurer in India offering a diverse range of plans in the insurance segment, including protection plans, child plans, wealth plans, savings plans, group plans, and micro-insurance plans, among others. It aims to deliver the finest and simplest health and general insurance solutions.

The Challenges

The customer sought Newgen's help to tackle operational inefficiencies and delayed output.



▶ Tedious Legacy System

The customer's existing system made it difficult to initiate claims

▶ Inadequate Customer Insights

The lack of comprehensive customer data hindered the delivery of personalized service. Without getting deeper visibility about the policyholder, claims agents couldn't make informed decisions or detect fraudulent claims

▶ Security and Accuracy Concerns

Insufficient background validation procedures in the existing systems compromised the security and accuracy of their information

▶ Inefficient Claim Processing

The existing system's inefficiencies in claim management and processing contributed to delays and affected the overall customer experience

▶ Limited Accessibility and Collaboration

The absence of a unified platform made it challenging for the customer to effectively access and navigate the claims process

Regular Industry Approach

Insurers are accelerating their investments in claims automation as they see significant benefits in each area of the claims value chain. There are a number of solutions available in the market, including an insurance suite and ready-made automated claims software that can help insurers create a cohesive insurance automation environment. But what insurers require is a robust and flexible claims management solution that delivers cost-effective integration, ensures compliance with legal frameworks, and delivers a personalized customer experience.

How Newgen Helped

Newgen proposed its modern claims management solution, built on a low-code platform, to streamline the claim lifecycle. The solution accelerated claims processing and improved accessibility, accuracy, and decision-making across multiple platforms.

Newgen's Transformative Strategy



Customer Self-service Portal

The insurer's customers could access the self-service portal via mobile or web-enabled application. It enabled its customers to register claims in real time and track the status of the submitted claims



All-inclusive Dashboard:

A customer information dashboard delivered real-time insights for the insurer to perform thorough claim assessment and improve the speed of claim processing



Rule-based Algorithm:

A built-in, comprehensive business rules engine automatically categorized claims as 'fast track' or 'non-fast track'



Smart Case Routing and Allocation

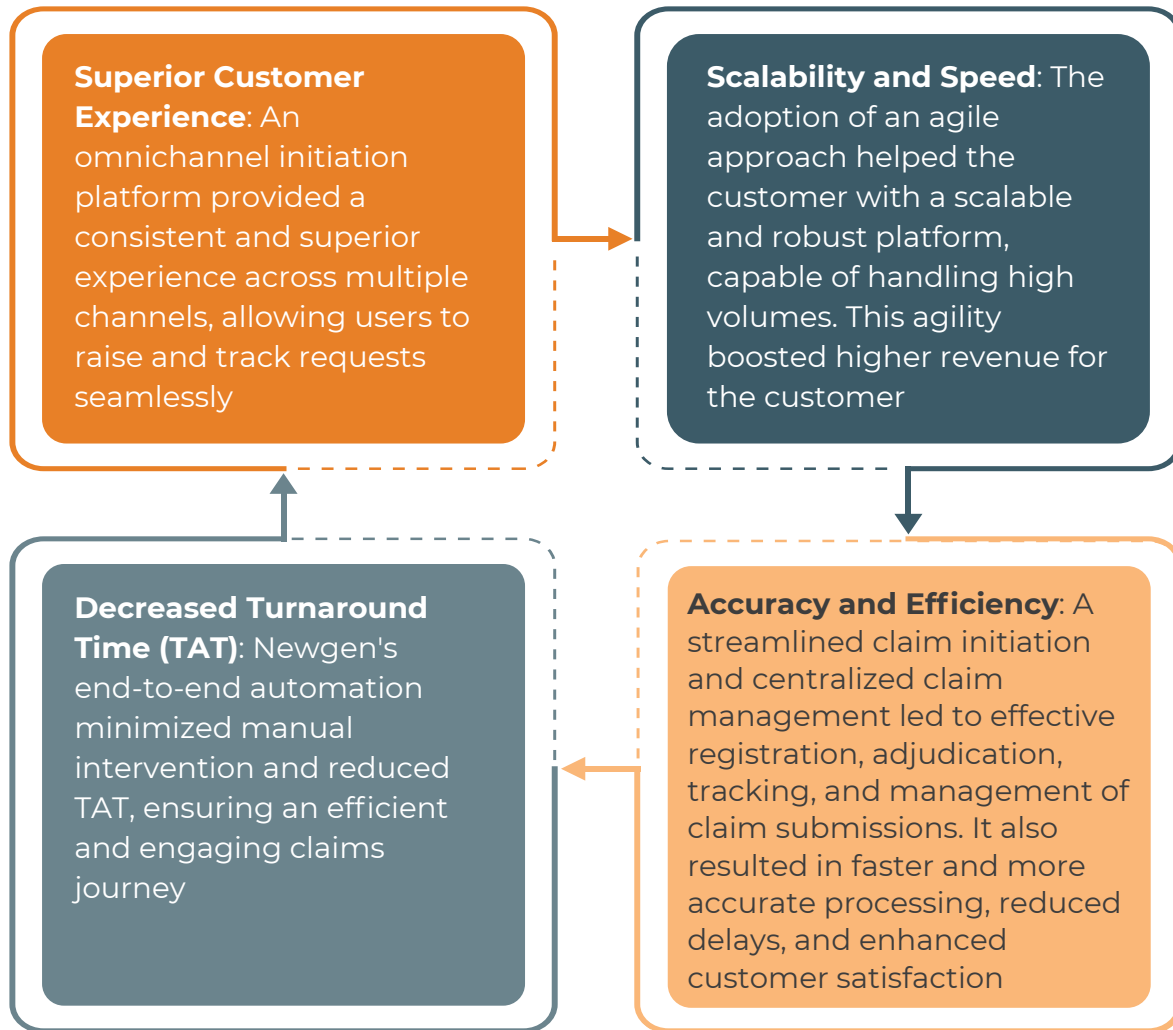
An automated case routing based on the adjudicator's workload and experience helped to handle each case as per its complexity level



Unified Platform

A unified platform for all users fostered collaboration among stakeholders and addressed the challenge of scattered communication and disjointed processes

Results Achieved



Conclusion

By selecting Newgen's modern and flexible claims management solution, the client was able to address its problem of inflexibility and enhance the overall efficiency of the claim settlement process. The comprehensive solution enhanced the claims management experience for both the insurer's internal stakeholders and its customers.

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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