

Renowned Life Insurer Fast-tracks Policy Issuance with the NewgenONE Platform

60% faster policy issuance | 30% quicker underwriting decisions



The Customer

A top-tier life insurer, recognized for its broad portfolio of protection and savings products, partnered with Newgen with an aim to modernize its policy issuance and underwriting operations.

The company handled a large volume of new policy applications every day. Manual checks, disconnected systems, and limited agility made it challenging to deliver a fast turnaround and launch new products at the pace the market demanded.

While the insurer wanted a modern, agile environment, it did not want to replace its Policy Administration System (PAS). To strike the right balance, it adopted a “hollowing out the core” strategy. Instead of touching the core system, it focused on upgrading the layers around it.

The Need for Modernization

Although the PAS remained stable, the insurer faced several challenges in the surrounding ecosystem:

- Workflows were complex and involved multiple manual steps
- Underwriting rules were hardcoded in the PAS, making updates slow and IT-dependent
- Documents were scattered across repositories, increasing compliance risks
- Teams lacked end-to-end visibility into new business and underwriting performance

The Transformation with Newgen

The insurer adopted NewgenONE, a low-code, AI-first platform that unifies workflow automation, content governance, and rule-based decisioning on a single framework. This move enabled the insurer to build a digital orchestration layer on top of its existing PAS that externalized and modernized key functions, including workflow routing, underwriting rule execution, discrepancy handling, and document management.

The PAS continued to store and manage policy data, while the new layer introduced agility, automation, and real-time visibility to the policy issuance process. Advanced integrations tied everything together, giving the insurer a connected and configurable digital ecosystem.

Components of the solution:

Key Capability	Business Function
Business Process Management	Automate end-to-end policy issuance workflows
Business Rules Management	Manage underwriting and validation rules outside the PAS
Enterprise Content Management	Centrally store proposal and underwriting documents
Business Activity Monitoring	Track performance and provide real-time insights

At a Glance

Insurer's Objective:

To accelerate policy issuance without replacing existing PAS

Solution Implemented:

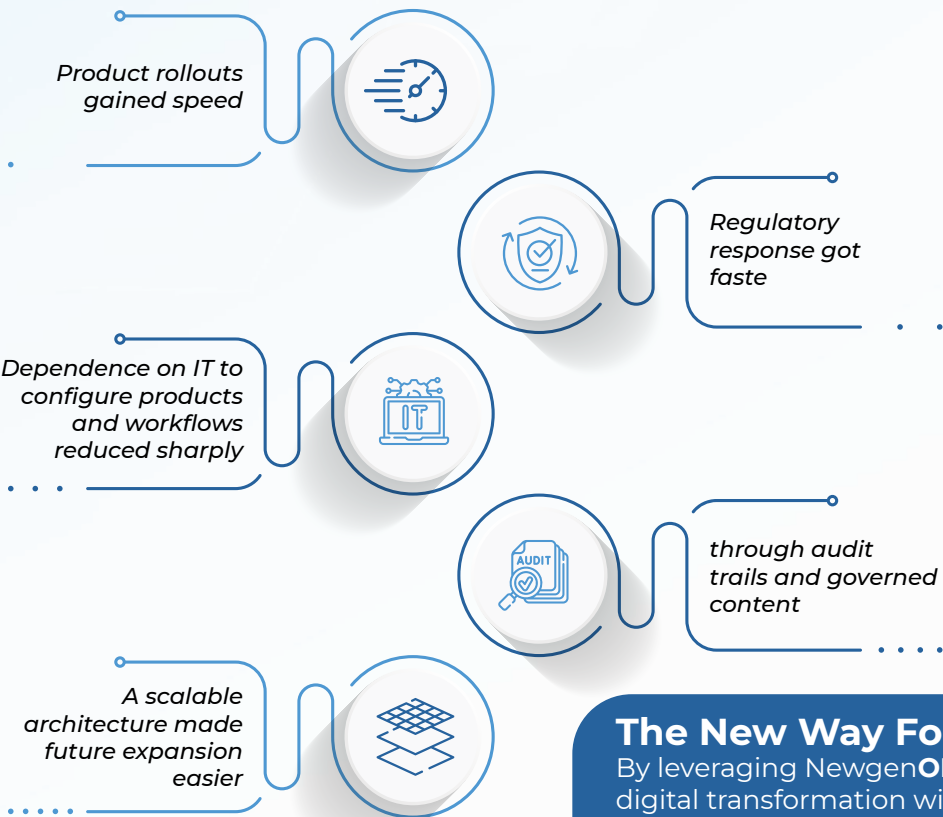
Newgen**ONE**, an AI-first, low-code platform

Outcome Delivered: 60% Faster Policy Issuance

Highlights of the New Experience

Digitized Policy Issuance Automated journeys from proposal creation to final issuance, connecting underwriting, medical, and back-office functions	Rule-driven Decisioning Underwriting and discrepancy rules were moved out of the PAS and placed in the NewgenONE platform, improving agility
Automated Work Allocation and Visibility Smart allocation distributed tasks efficiently, while dashboards offered real-time performance tracking	Centralized Content Management All documents were captured, stored, and governed in a single repository to strengthen compliance and retrieval
Seamless Collaboration Underwriters, quality teams, operations, and customer-facing units worked together on a shared platform	Flawless PAS Integration Policy data flowed smoothly between NewgenONE and the PAS through APIs, ensuring accuracy and complete traceability

Business Benefits



Results Delivered

- 60%**
faster policy issuance
- 40%**
reduction in manual work
- 30%**
quicker underwriting decisions

The New Way Forward

By leveraging NewgenONE, the insurer achieved end-to-end digital transformation without risking core system stability. The implementation enabled a configurable, intelligent, and connected operating environment that brought people, processes, and data together. It resulted in a future-ready policy issuance system that boosted speed, strengthened control, and supported continuous innovation for a modern life insurance enterprise.

About Newgen

Newgen is the leading provider of an AI-first unified digital transformation platform with native **process automation, content services, customer engagement, 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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