



A Leading Middle Eastern General Insurance Company Modernizes Motor Claims Process



Overview

Our customer is a renowned name for a best-in-class international solution. It serves over 9 million users and offers an extensive product line of home and pet insurance and commercial insurance for big and small businesses.

The customer faced challenges due to its dependency on legacy systems, resulting in excessive manual intervention, higher operational costs, delayed claims processing, and fraudulent activities. To address these roadblocks, the insurer onboarded Newgen as its digital transformation partner.

Customer Pain Points



Manual Processes: The paper-based approach compromised the processing speed of the entire claims lifecycle and led to difficulties in assessing important documents on time



Longer Turnaround Time (TAT): Operational inefficiencies slowed the decision-making process, leading to delays in claims settlement



High Fraudulent Activities: The absence of an accurate validation mechanism increased submission of false or incorrect claims information, increasing fraudulent activities and duplicity in payouts



Increased Costs: Inefficiencies, errors, and fraudulent activities within the organization's processes resulted in the loss of funds or financial resources, leading to cost leakage

Regular Industry Approach

Insurers are adopting various technologies to streamline their processes, enhance operational efficiency, and improve user experience. While they utilize multiple solutions to solve the problem, the fragmented approach is often insufficient due to challenges, such as limited versatility in

managing claims requests, integration with multiple systems, and process standardization, leading to increased fraudulent activities over time. Insurers need a robust platform that is integrated with comprehensive functionalities, such as a detailed reporting and monitoring mechanism, user-friendly interfaces, and rules-based systems.

How Newgen Made a Difference

The insurer leveraged **Newgen's Motor Claims Automation Solution** to automate its end-to-end claims processing. The deployed solution enabled the insurer to improve its day-to-day operations, expedite claims processing, improve operational efficiency, and achieve a secure claim filing process. This improved the overall user experience and contributed to low-cost management, reduced TAT, and improved workflow.

The Solution's Highlights



Centralized Repository

Integrated an ecosystem to streamline different documents into a unified and user-friendly platform for easy access



Comprehensive Rules Management Engine

Provided built-in business rules to automatically categorize claims as fast-track or non-fast-track



Repairer & Surveyor Collaboration

Empowered repairers and surveyors with easy forms to capture estimates, extend the portal and mobile app functionalities anytime, anywhere



Standard Integration Architecture

Enabled seamless integration with third-party applications, including Jupiter, NAJM, SMS provider, active directory, mail room



Comprehensive Dashboard

Ensured timely and transparent claims processing through AI algorithm, which helped in monitoring patterns to detect fraudulent activity



Audit Trails and Documentation

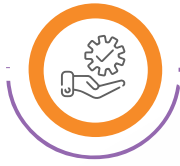
Provided detailed audit trails and documentation of all transactions, interactions, and decisions that were made in the past



Compliance Adherence

Developed modules in alignment with regulatory standards and automated compliance checks to minimize the risk of leakage in licensing

Business Benefits Achieved



Enhanced Operational Efficiency: Seamless integration with the core system increased the productivity of each department and expedited claims processing



Fraud Prevention: Integrated AI/ML modules helped identify fraudulent transactions in a timely manner



Cost Reduction: Streamlined workflow on a unified platform while minimizing manual intervention and costs by a significant margin



Decreased TAT: Automated tasks in the overall claim settlement process reduced delays and expedited decision-making



Conclusion

With Newgen's **Motor Claims Automation Solution**, our customer streamlined its processes, maximized operational efficiency, reduced TAT and cost, and achieved various other business benefits.

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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