



Saudi Arabia's Leading Insurer Digitally Transformed its Motor Claims Using Newgen's Intelligent Process Automation (BPM) Platform

Significantly reduced turnaround time for claims approval | Improved overall operational efficiency.

Overview

Our customer is a key player in the insurance space and is recognized as one of the top three insurance providers in Saudi Arabia. The customer's insurance offerings include health, motor, property, and more. In addition to the typical hurdles associated with non-automated processes, the insurer faced a lot of difficulties, such as extended service-level agreements (SLAs) for processing claims and reliance on manual procedures. The customer onboarded Newgen as a technology partner to optimize their claims process and deliver a transformed customer experience.

Customer's Pain Points

The customer was struggling with siloed processes and faced many difficulties in accommodating the evolving needs of customers. Some of the major pain points included:

Disjointed Communication: The absence of intelligent processing hindered interactions among the stakeholders along with external partners, such as repair shops, assessors, or other service providers

High Turnaround Time (TAT): Lack of robust process management capabilities led to complexities in retrieving accurate information, affecting the decision-making process and overall SLAs

Inefficient Data Handling: The inefficient management of claims led to the risk of duplicate data entry, errors, complex document verification, and compliance concerns



| The Regular Industry Approach

Insurers have been shifting from a traditional set-up to a digital automation system to meet the ever-evolving customer needs. The transition involves relying on a point solution to simplify their claims processing. However, these point solutions often fall short due to challenges, including the inability to scale, versatility in handling claims requests, integration with multiple systems, and process standardization. Therefore, the lack of transformative capabilities fails to streamline workflows, expedite approval processes, and ensure seamless collaboration between departments. This is where the need to leverage a unified platform becomes an absolute must.

| How Newgen Made a Difference?

The insurer onboarded Newgen to transform its motor claims processes. After thoroughly analyzing the customer's existing process and the potential gaps, Newgen's Intelligent Process Automation (BPM) platform was deployed. The platform streamlined operations by automating the end-to-end processes. The integrated features included dynamic case routing, a business rules engine, reporting capabilities, and support for multiple initiation channels, such as mobile, portal, email, Najm, and Basher. By leveraging the platform, the customer transformed its process and aligned with their goal of becoming a more service-oriented business.



The platform enabled the customer to address their day-to-day challenges and witness various business benefits, including

Enhanced Claims Processing

Efficiency: The end-to-end automation streamlined the claims lifecycle, significantly reduced TAT for claims approval, optimized SLA, and improved overall operational efficiency

Seamless Customer Verification:

Integration with the employee lifecycle management (ELM) system ensured accurate customer details retrieval, including up-to-date IQAMA (residence permit) information verification

Centralized Retrieval of Policy

Information: The platform provided a centralized repository for easy access to documents from both the customer and Najm systems

Integrated Core Module: Streamlined document management for the initiation of necessary documents by creating a unified approach to handling loss purchase orders (LPOs) effortlessly

Automated B2B Integrations: Developed an efficient, interconnected ecosystem with external partners and improved collaborations with repair shops, assessors, and other service providers

Enhanced Mobility for Expedited Decisions:

Provided internal approvers and surveyors access to the system through mobile channels, ensuring faster decision-making and responsiveness

Faster Payments Processing Integration:

Integrated assistance for external payment system to maintain a record, track payments, and avoid the risk of fraudulence

Better Visibility and Accessibility:

The end-to-end automation enabled easy access to documents regardless of location, leading to shorter retrieval time and transparent communication for actions such as document approval, rejection, and viewing

Conclusion

The customer's decision to automate the loan origination process with Newgen resulted in faster turnaround time, better visibility of the process, and efficiency improvements. The Loan Origination Solution enabled the bank to offer its customers a seamless and efficient borrowing experience, expand their lending portfolio, and accelerate decision-making.

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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