Newgen AI Mailroom Management for Guidewire

Smart Email Classification | Contextual Replies | Seamless Activity Creation

Why Insurance Email Classification Needs a Rethink

A flood of emails across claims, policy servicing, and billing brings critical challenges for insurance teams.

| Long processing time and slower service | Heavy manual workload for frontline staff | Gaps in quality control and regulatory alignment |

Streamline Email Processing with GenAI

NewgenONE **AI-powered Mailroom** Solution, integrated with Guidewire, offers end-to-end automation for email intake and processing.

NewgenONE AI-powered Mailroom Solution was a top-10 finalist at Guidewire DEVHack 2025.

Core Capabilities

Email Intelligence and Automation

- Classifies emails and attachments using Guidewire context, even without IDs
- Crafts contextual replies with Marvin, the NewgenONE GenAI agent & enables in-app viewing of attachments
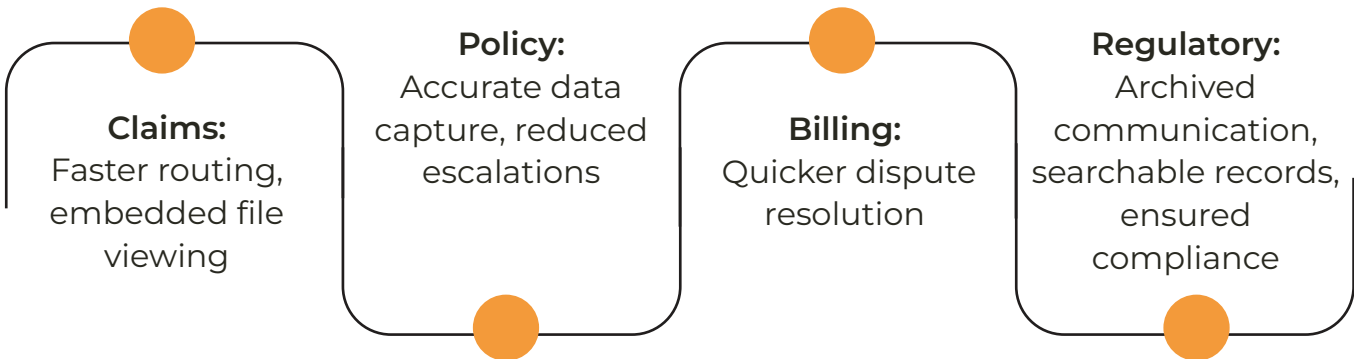- Summarizes emails visually with sentiment cues via Jutro Smart Forms

Seamless Integration and Execution

- Creates activities directly in ClaimCenter, PolicyCenter, or BillingCenter
- Ensures compliance with real-time archival & automates follow-ups
- Supports human-in-the-loop triage for low-confidence scenarios

Scalable and Smart by Design

- Handles large volumes without performance drop
- Delivers GenAI-powered suggestions for next-best actions
- Ensures consistent service across claims, policy, and billing

Built for Smart Insurance Journeys

Claims: Faster routing, embedded file viewing

Policy: Accurate data capture, reduced escalations

Billing: Quicker dispute resolution

Regulatory: Archived communication, searchable records, ensured compliance

The Intelligence Behind the Innovation

1 NewgenONE: Develop at speed with our AI-first, low-code platform

2 NewgenONE Marvin: Leverage contextual summarization and intelligent routing

3 Embedded Viewer: View attachments inside Guidewire without downloads

NewgenONE Contextual Content Services Platform – A Leader in The Forrester Wave™: Content Platforms, Q1 2025