Newgen's
Contextual Content Solution for Insurers

Overview

Insurance Sector is a highly content driven sector, wherein majority of the processes like quotation generation, policy issuance, policy servicing, claim processing, renewal etc, are heavily dependent on content. To drive these processes, data needs to be extracted from content in multiple formats like forms, email, KYC documents, etc.

Newgen Contextual Content Solution enables insurers to manage end-to-end life cycle of content, which can be structured or unstructured in a comprehensive manner. It enables the digital management of all content starting from data extraction, archival, to rights management on the content, to retrieval of documents.

Built on Newgen Omnidocs, the solution provides insurers with business use case aligned desktops like claim workdesk, policy workdesk etc. It enables business users to efficiently manage access and perform several functions from a single place.

Challenges Faced by Insurance Companies

- Switch between multiple screens to access documents and content

- Document security and meeting compliance requirement is a challenge

- Lack of collaboration between multiple stakeholders.

- Difficulty in accessing and managing complex documents.

- Absence of advance search capability

- High TAT due to outdated document generation processes

Contextual Content Solution Capabilities

- Personalized Desktop

- Document Split and Merge

- Document Comparison - Side by Side View

- Check-in, Checkout and Document Versioning

- MS Teams and Zoom Collaboration

- Robust Document and Video Annotation Support

- Audit Log

- Correspondence Management

- Extensive Notes and Bookmark feature

- Modern Search and Filter functionalities

- Thumbnail view for easy access

- PDF Rendition
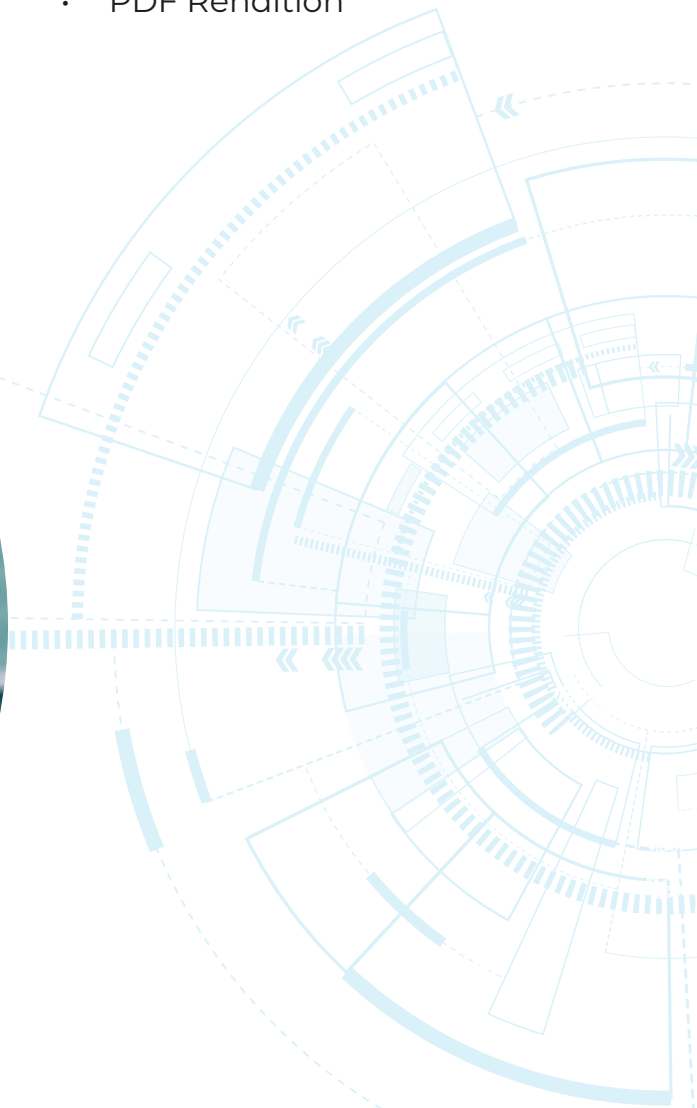
USP'S of Newgen's Contextual Content Solution

Unified workdesk view to access content:

The solution enables multiple stakeholders like underwriters, claims officer, operations team etc, to access all case related information including large and complex documents, images, audios, videos, MS Office files, and emails, and to add notes or comments using a unified WorkDesk view.

Easy access to content:

The built-in search feature with advance filter enables reduction in TAT for processes like claims review and approvals by locating desired content quickly and seamlessly. Furthermore, relevant stakeholders can leverage a dedicated annotation search tool for tracking highlights, comments, and other annotations within a document.

Extensive operations on document:

Capture documents, apply classification schemes, and set multi-level access rights on folders and documents for persona/role-based access. Furthermore, enable key stakeholders to perform task-specific operations, such as annotating content, including audio and video files, comparing documents with synchronous scrolling and highlighting differences, merging documents, saving PDF renditions, and more

Seamless collaboration between multiple stakeholders:

Facilitate collaboration by allowing insurers to add/modify notes and comments on documents. Users can also initiate video calls using MS Teams and Zoom by leveraging the integration capabilities of the WorkDesk.

Rights-based access to stakeholders with audit trail capability:

Control access to documents based on rights and privileges and keep track of activities with extensive audit trails

Efficient document generation and customer interaction:

Generate customer-facing documents, such as policies, proposals, forms, notices, endorsements and renewals, claims, annual and portfolio statements, bills, and more, using the template library while complying with company branding guidelines

Business Benefits

- Reduction in operational cost for insurance companies
- Increase in productivity
- Personalised and timely communication
- Intelligent and informed decision making
- Faster Turnaround Time
- Increase in customer satisfaction

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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