

Delivering Insurance business outcomes through process orchestration

Achieve operational excellence and superior
customer engagement with AI-powered
process automation

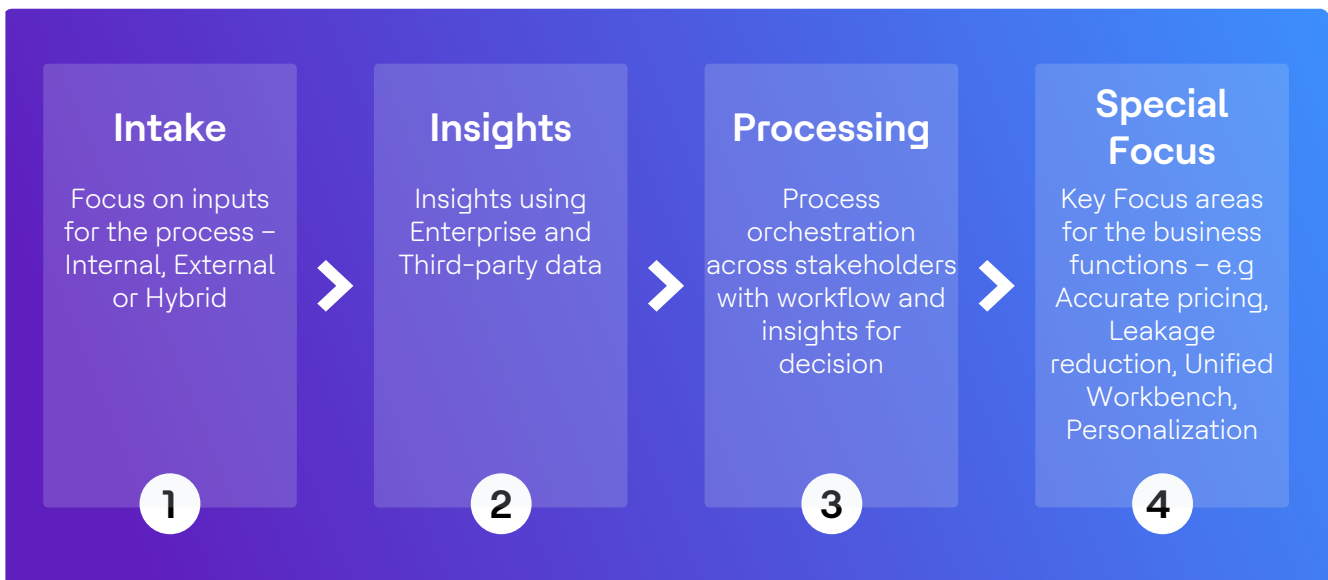


Overview and current state context

Insurance carriers and brokers span a wide range of technical and operational ecosystem maturity and this has a significant bearing on their ability to deliver business outcomes. Many of them are saddled with legacy systems and despite solid financials, have significant opportunities to improve their business metrics. However, addressing these opportunities needs a balanced approach as expense ratios (despite some improvements) have always been at a narrow range between 25-28% for US P&C Industry.¹

Beyond the topline (increase in premium, product penetration), bottom line (Loss, expenses) metrics and CSAT, their ability to improve time to market for products and services, personalizing their products and services play a very important role in their ability to deliver business outcomes.

Any Insurance business process can be looked at from the below four broad focus areas



1. Intake

- Every process has a set of inputs which can be either external (from customers, distribution and other sources) or internally generated within the enterprise. Intake is also significantly unstructured in insurance.

2. Insights

- Refers to all associated data for the process – covering data within the enterprise and third-party used in the decision making process.

3. Processing

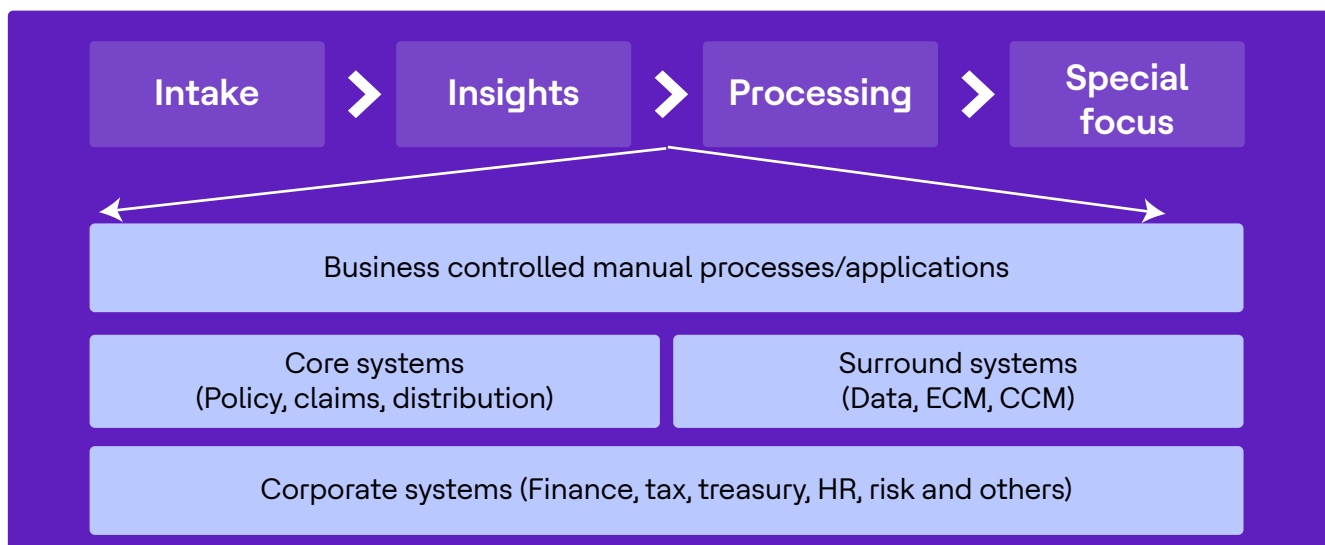
- All the inputs and insights are utilized in a workflow using rules and insights across associated stakeholders to complete the business process.

4. Special focus

- Depending on the process, there are certain sub functions or needs – e.g. pricing in underwriting, leakage reduction in claims (e.g. Fraud reduction/subrogation), workbench to orchestrate across core systems (e.g. in Life context with multiple core systems) etc.

1. US Property and Casualty and Title insurance industries – 2024 First half results, NAIC

These business processes are addressed by a technical and operational eco system in a carrier or broker environment as given below:



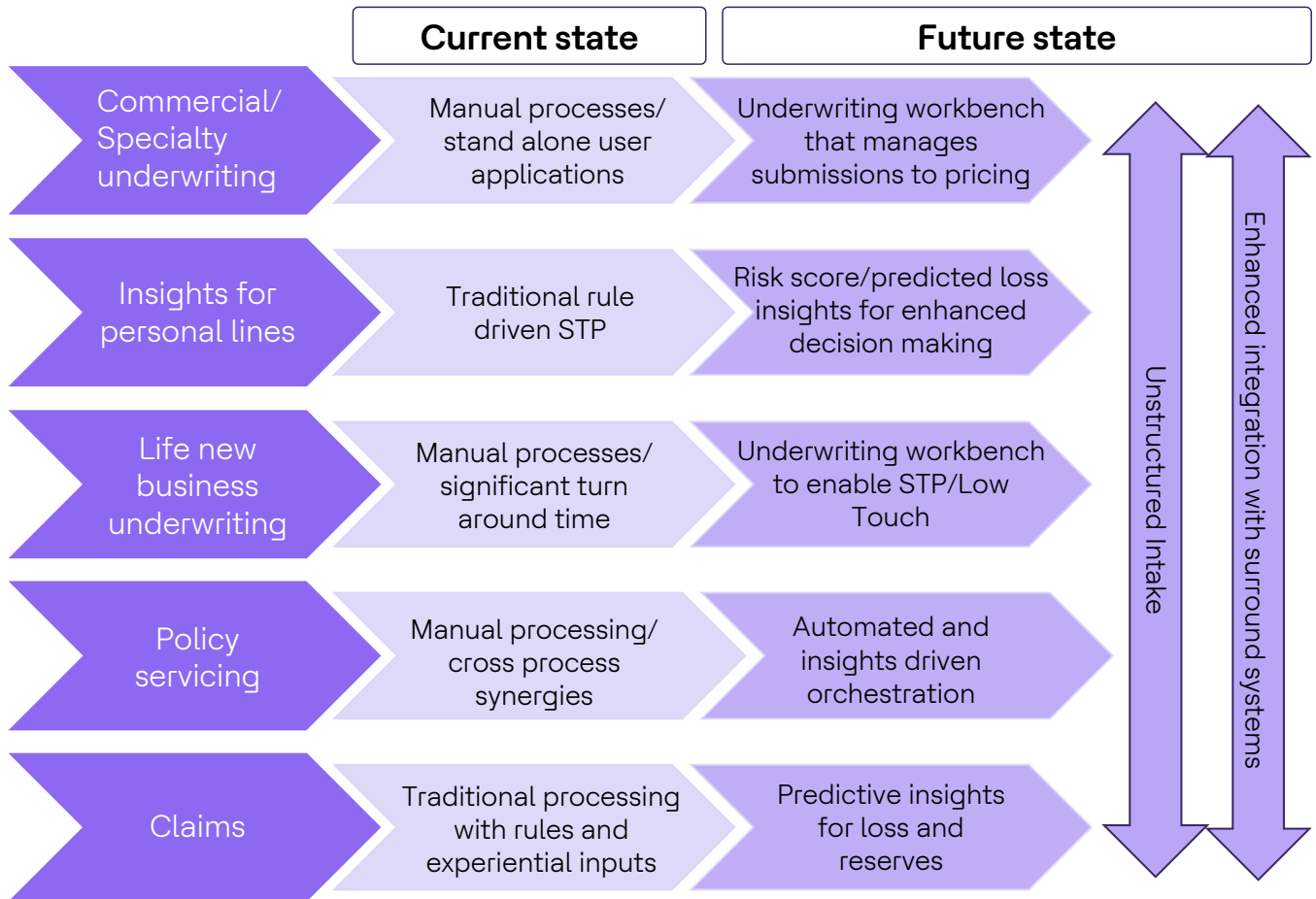
While primary core systems are supported by surround and corporate systems, manual processes and other stand-alone applications are typically managed by the respective business teams. The core, surround and corporate systems provide the foundation for business process efficiency and effectiveness, the “last mile gap” (in the business controlled manual processes/applications) offers the opportunity for further improvements. Addressing these opportunities in a balanced manner (considering the overall expenses) enables an end-end focus for delivering business outcomes.

In addition to the “last mile gap” referred above, there are specific functions that are historically managed outside the typical core systems. While they will continue to have separate focus, the ability to bring insights across the life cycle processes introduce an expanded scope of improvements. Some of these functions are loss control, claim subrogation, fraud mitigation/management and loss mitigation.



An Illustration of opportunities in Insurance business processes

Orchestration of the business processes – specifically addressing the “last mile gap” open up a lot of improvement/transformation opportunities. Below depiction provides few illustrations of such opportunities.



While efficiency and productivity improvement through automation or enhanced orchestration is one of the focus areas, the intent is also to enhance the decisioning quality and bring the process specific insights across the lifecycle (e.g loss mitigation into Risk Engineering, Claims into Underwriting recommendations and so on).

It is important to recognize that in a mature environment, a certain process (as an example underwriting) may already be delivering a high STP %. In such a case, the insight driven orchestration may help validate some of the rules and improve decision making. This may potentially reduce STP rate but will improve the Underwriting quality and/or pricing.

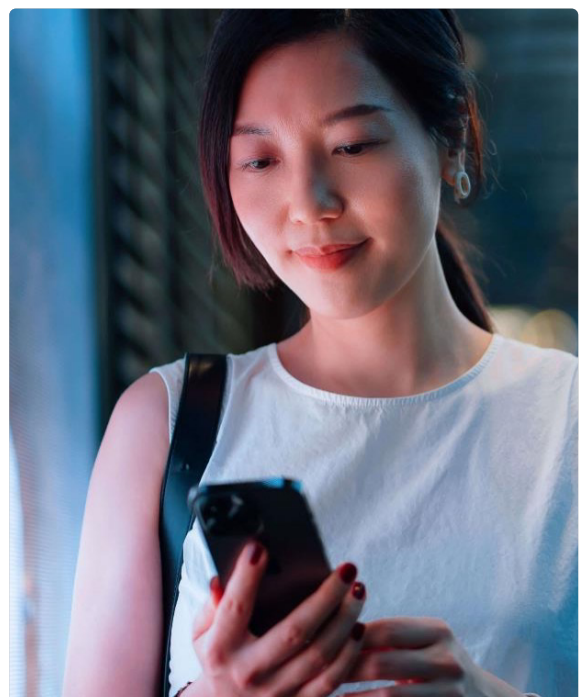
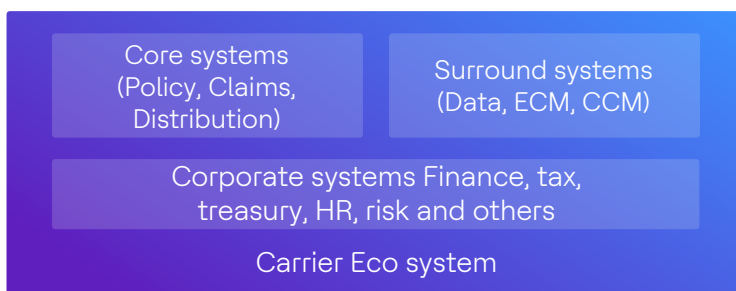
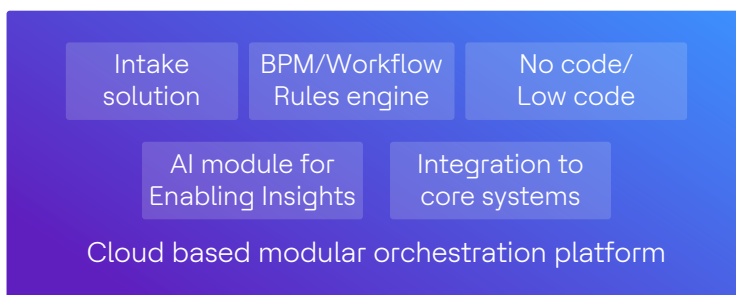


A conceptual architecture for an orchestration solution

There are solution needs for the many patterns that existing in the current state ecosystem covering Unstructured intake, Manual analysis, iterations within a process across stakeholders, time to market for changes and lack of or limited insights for decisions. These gaps contribute significantly to the bandwidth for stakeholders outside of their primary responsibility. As an example, 30–40% of Underwriting bandwidth goes towards administrative tasks such as keying/rekeying data and manual analysis². Beyond the effort, the lack of insights and bandwidth results in a sub-optimal decisioning quality as it typically is done on a best efforts basis.

To address these patterns, a set of components are required

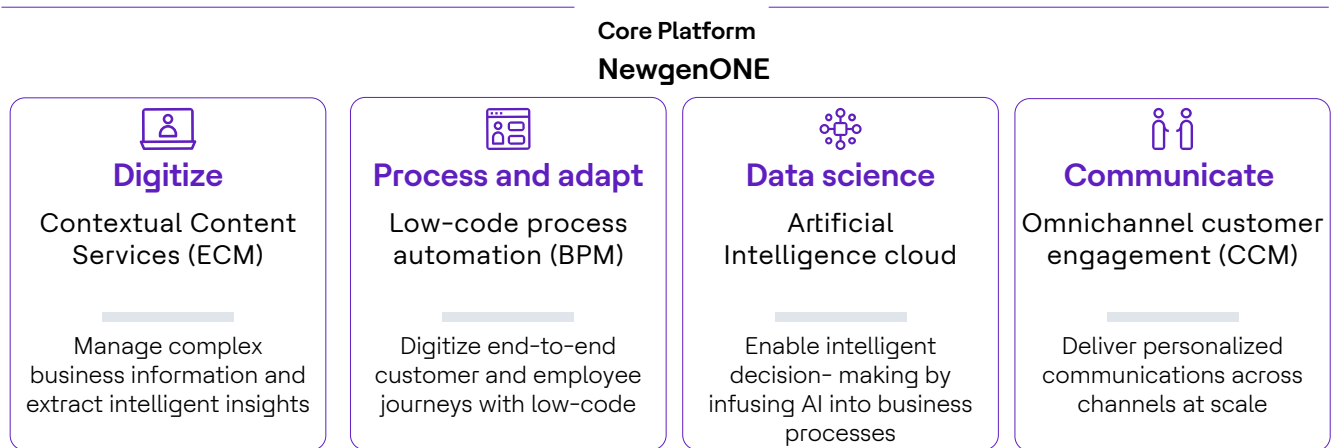
- 1 Intake solution**
AI based solution to manage the significant unstructured intake that occurs in most of the insurance processes along with an ability to validate, summarize and provide insights for processing
- 2 Insights**
A module to provide a variety of insights leveraging AI to support decisioning
- 3 Workflow/Rules/BPM**
A mechanism to orchestrate the process across stakeholders while leveraging intelligence through various insights
- 4 No code/Low code**
To minimize effort and improve turn around time for changes
- 5 Ecosystem integration**
Ability to perform the above orchestration along with the tech ecosystem covering core and surround systems



2. From art to science: The future of Underwriting in commercial P&C Insurance, Mckinsey & Company, 2019

Introducing NewgenONE

NewgenONE is a leading AI-first unified digital transformation platform with native process automation, content services, and communication management capabilities that aligns well with the conceptual architecture outlined above. It enables the automation and orchestration of end-to-end processes across underwriting, claims and distribution, improving operational efficiency and decision-making by leveraging AI and GenAI. NewgenONE improves process efficiency by offering rules-based decision making, task allocation, service level agreement tracking and real-time visibility into insurance operations through dynamic dashboards and reporting capabilities.



Intake Solution - Digitize

- **Contextual content services** - It enables end-to-end enterprise content management (ECM), from origination to disposition. The platform offers innovative tools to capture content from multiple intake sources, classify and manage it in a secure, centralized repository, making information accessible across content-rich applications and processes. Leverages AI to automate data extraction from various content items and enables real-time decisions. Delivers scalability to handle content volume effectively. Allows insurers to mitigate business risks by ensuring compliance with various regulatory requirements and securing business-critical information. Insurers can fill the gaps in their end-to-end automation efforts and better serve customers.

Document and Communication Generation

- **Customer Communication Management** - Insurers can create dynamic, personalized communication across emails, SMS, portals, and print using intuitive templates across multiple channels, improving policyholder engagement. The platform offers AI-driven sentiment analysis, tailored communication based on customer behavior, and ensures regulatory compliance with pre-configured, industry-specific templates.
- **Low Code BPM / Workflow - Process and adoption** - Newgen's low-code capabilities allow insurers to rapidly configure, integrate, and deploy solutions without deep coding expertise, reducing time to market. The platform supports APIs and microservices, ensuring seamless integration with core insurance systems. By combining these capabilities, Newgen empowers insurers with agility, scalability, and intelligence to navigate the evolving insurance landscape.
- **AI Module - Data science** - Newgen's AI and ML models can be leveraged to make intelligent decisioning with fraud detection, risk assessment, underwriting, and workbench automation. The platform utilizes Natural Language Processing (NLP) to analyze unstructured data, e.g., adjuster notes, customer feedback, and enhances STP by minimizing manual intervention.

Integrations – Core Systems

Newgen's relationships across insurance core systems continue to evolve. Newgen's insurance solutions are designed to work seamlessly with industry-leading core platforms, providing a **"single pane of glass"** experience with **Duck Creek, Guidewire** and **INSIS-Fadata**, ensuring a frictionless digital ecosystem.

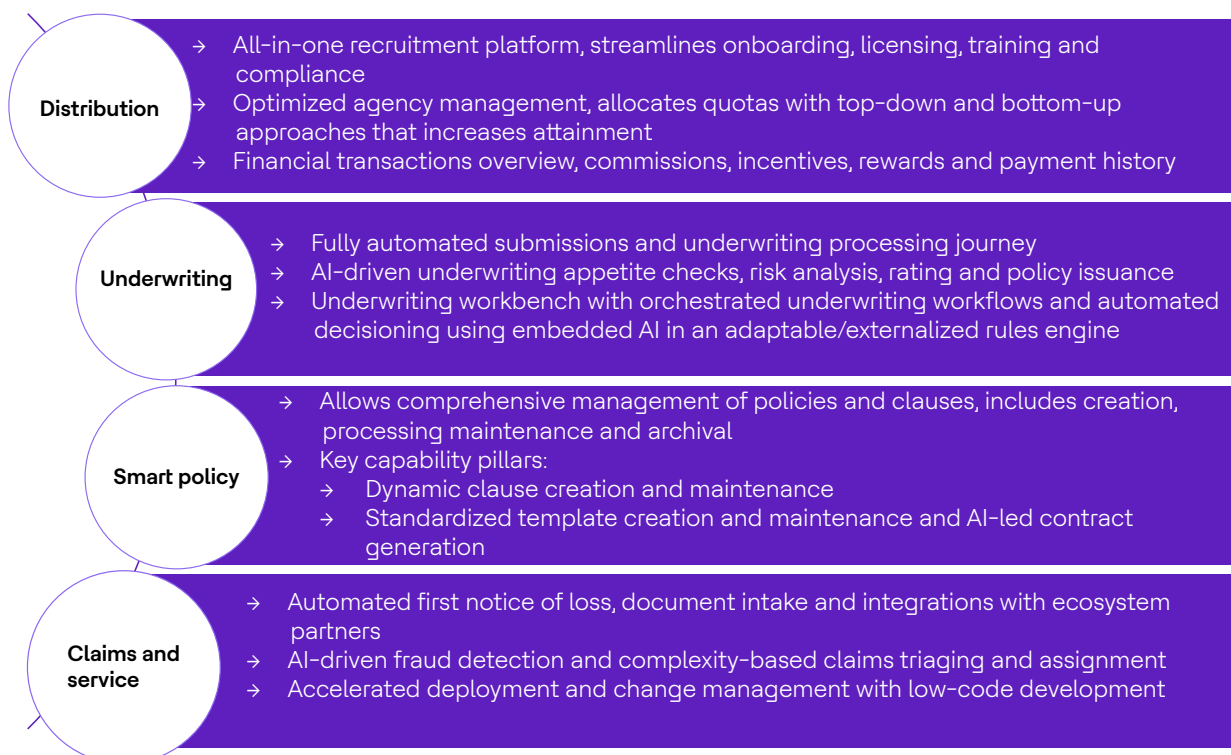
- **Seamless data exchange** – Bidirectional data flow between Newgen and core platforms ensures that underwriters, adjusters, and customer service teams have access to real-time, synchronized data.
- **End-to-end process automation** – It enables STP in underwriting, claims, and policy issuance workflows. AI-driven decision engines assess risk, detect fraud, and auto-approve low-risk claims, reducing human interventions.
- **Enhanced document and content management** – An embedded solution, a single pane of glass provides instant access to FNOL data, adjuster notes, and supporting documents, ensuring faster claims resolution. It also centralizes document storage and automates compliance tracking for regulatory filings.
- **Improved customer experiences** – Delivering omnichannel, AI-driven communications directly within core systems via omnichannel customer engagement.

Integrations eliminate operational silos, improve process efficiency, and drive digital-first engagement for insurers. Bridging the gap between core platforms and modern automation capabilities, allowing insurers to enhance agility, improve decision-making, and deliver superior customer experiences.

Insurance value chain solutions

Insurers today must adapt and cater to customers' dynamic needs and the growing demand for remote and touchless operations, resulting in the automation of insurance processes. Improved operational efficiencies, productivity gains, data accuracy, reduced time to market, and omnichannel experiences, all while staying compliant, are key elements to Newgen Insurance Solutions across the value chain.

Newgen**ONE** key features across the value chain





A unified underwriting workbench solution-

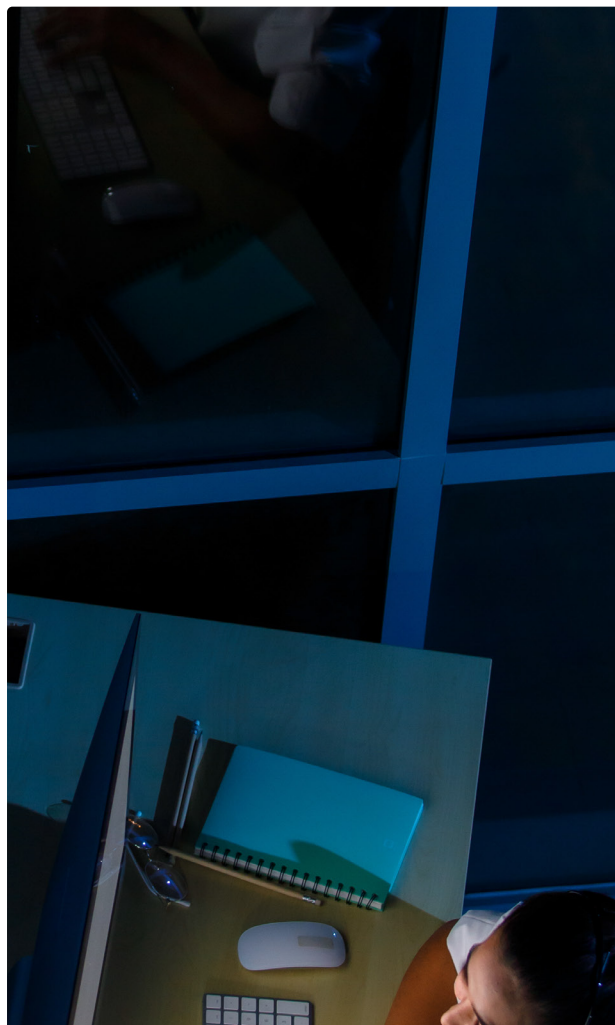
- **Seamless submission management** - Newgen's AI-powered underwriting solution simplifies submission intake, addressing inconsistencies caused by non-standard formats. It verifies data authenticity, flags incomplete or fraudulent entries, and enables underwriters to prioritize cases based on risk profiles. Real-time integration accelerates routing and reduces manual effort, allowing faster movement from intake to evaluation.
- **Data-driven risk evaluation** - The solution enriches submissions using internal and external data through intelligent document processing (IDP) and robotic process automation (RPA). AI/ML models analyze risk exposure, generate risk scores, and deliver actionable insights. Geocoding, peril proximity checks, and probabilistic modelling ensure accurate loss cost estimation and timely decisions.
- **Precision in rating and quotes** - An integrated rating engine supports ISO and custom rule sets, accounting for modifiers, exposure, and hazard data. AI-assisted quote generation recommends optimal coverage, deductibles, and conditions. The system ensures pricing accuracy, reflecting risk while offering flexibility for competitive quoting.
- **Frictionless policy binding** - The platform automates the binding process with rule-based generation of clauses, forms (ISO/AAIS), and policy documents. It ensures adherence to underwriting guidelines and authority limits. Centralized communication streamlines collaboration among underwriters, brokers, reinsurers, and insureds, reducing delays and improving compliance.
- **Unified underwriting workbench** - Newgen's intelligent underwriting workbench, built on its low-code NewgenONE platform, unifies end-to-end operations. It facilitates decision-making through AI insights, case routing, document handling, and real-time analytics. Virtual inspections, mobile capabilities, and a single-window interface improve productivity and turnaround times.
- **Enterprise-grade integration and value** - The solution integrates with broker portals, policy admin systems, and third-party tools for a connected ecosystem. It empowers insurers with improved compliance, faster case closures, and consistent customer engagement. Scalable and cloud-ready, Newgen delivers operational agility and measurable business outcomes.

Newgen Content Workdesk integrated within business applications such as Guidewire, DuckCreek, Salesforce etc.

Newgen's ECM (Enterprise Content Management) and CCM (Customer Communication Management) content work desk provides a unified and intuitive interface for managing content across core business applications like Guidewire, Duck Creek and Salesforce. It enables users to access, act on, and manage documents, emails, and communication templates directly within their existing business applications.

Built on an open, API-driven architecture, Newgen's platform ensures seamless integration with a wide range of enterprise systems, allowing for flexible deployment and easy scalability. It supports bi-directional data exchange and enhances interoperability with both legacy and modern applications. The Content Workdesk - across this section delivers contextual content access, intelligent search, document annotation, version control, and audit trails, enabling faster decision-making and compliance adherence. On the CCM side, it facilitates creating and delivering personalized, real-time, and omnichannel customer communications.

By combining automation, collaboration and low-code configurability, Newgen empowers insurers and financial institutions to enhance efficiency, elevate customer experience, and streamline case processing across departments.



Policy binding

Efficient policy binding is essential for achieving operational excellence and ensuring customer satisfaction. Newgen's AI-powered Policy Booking and Binding Solution digitizes and streamlines policy binding, accelerating policy generation and servicing.

- **Comprehensive clause library** – A centralized repository for wordings, clauses, and definitions, complete with version control. This allows for applying rules across multiple products and endorsements, such as show, hide, and replace. AI can be leveraged to orchestrate and execute a maker-checker workflow that facilitates the review and approval of modifications, ensuring accuracy and compliance.
- **Dynamic template library** – A built-in dynamic text editor enables the creation of new templates and uploading existing ones. The system can automatically incorporate words associated with specific endorsements or product types into policies, streamlining the document creation process.
- **Seamless policy creation** – Seamlessly integrates with core policy administration systems to fetch client, coverage, and endorsement details. Designated users can perform rule-based editing of policies, wordings, and clauses, which enhances flexibility and responsiveness. By leveraging Newgen's Policy Booking and Binding Solution, insurers can transform their policy issuance processes, boosting efficiency, reducing costs, and enhancing the customer experience.

Claims management

- **End-to-end claims automation:** Newgen's claims solution streamlines the full lifecycle—from first notice of loss to settlement—on a low-code, cloud-based platform, enhancing accuracy and speed.
- **Dynamic process and rules management:** Robust BPM and rules engines handle process exceptions and automate decision-making, enabling straight-through processing with minimal manual intervention.
- **Flexible, scalable workflows:** The agile framework supports diverse claim types, adapts to business needs, reduces overheads, and ensures regulatory compliance.
- **Intelligent data capture and integration:** Configurable interfaces allow custom data fields, while seamless integration with core systems and third-party apps boosts process visibility.
- **Enhanced collaboration and communication:** A secure workspace facilitates stakeholder collaboration, while automated notifications keep customers and employees informed.
- **Actionable insights and compliance:** Interactive dashboards offer real-time insights, and escalations, alerts, and reminders ensure timely action and audit readiness.

Policy servicing

- **Seamless request initiation:** Newgen enables policyholders to raise service requests—financial or non-financial—across channels with ease. From updating contact info to modifying riders or beneficiaries, requests are initiated through a unified interface with minimal effort.
- **Smart policy selection and verification:** With its AI-driven engine, the system selects relevant policies, captures request-specific data, and verifies documents. This reduces manual errors and accelerates policy updates in the core PAS.
- **Intelligent categorization and routing:** Requests are auto-categorized (e.g., financial vs. non-financial) and routed based on underwriting needs. Straight-through processing is supported for simple tasks, while exceptions are auto-flagged for review.
- **End-to-end workflow automation:** The platform automates all servicing steps, including payment reconciliation, document generation, and notifications, while maintaining complete audit trails and traceability.
- **Omnichannel communication:** Customers and agents are kept informed in real time via email, SMS, and portals. Status updates and tracking are available across all channels, enhancing transparency and engagement.
- **Powerful integration and insights:** Seamless integration with legacy systems and third-party apps ensures data consistency. Built-in dashboards and analytics offer visibility into operations and support informed decision-making.



Way-forward

Irrespective of the maturity of Insurance ecosystem, the "last mile" gap and the shadow-IT ecosystem (business managed processes), can be addressed using the HCLTech-Newgen offering. As described above, this is a modular cloud-based offering that can look at transforming specific business functions to target well defined business outcomes without dealing with "big bang" transformation.

This approach also addresses the larger issue of legacy core which typically has unviable business cases to justify execution. Addressing the specific business outcomes provides dual benefit of satisfying business needs while working on a relatively low-risk remediation strategy over longer term for the entire ecosystem.

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