

Unlocking Efficiency

Integrating Modern Content Services and Seamless Customer Engagement with Duck Creek

Robust anywhere-enabled integration, in collaboration with LTIMindtree



Named a **'Leader'** in The Forrester Wave™: Content Platforms, Q1 2023

Mentioned in **Gartner® Market Guide** for Content Services Platforms 2023, published on January 9, 2023, Marko Sillanpaa et al.

Overview

The insurance industry is set for a revolution. As it gets more customer-centric, the need to innovate business operations and manage massive amounts of data becomes crucial. This creates a pressing need for insurers to leverage tools that empower them to streamline end-to-end operations and deliver a superior customer experience. To expedite digital and transform insurers globally, Newgen Software and Duck Creek Technologies, in collaboration with LTIMindtree, have joined forces to address the gaps and provide a comprehensive solution.

What Slows Down Insurers' Day-to-day Operations?

- ▶ Inability to handle large volumes of organization-wide data
- ▶ Difficulty in managing an influx of different content types
- ▶ Outdated and disjointed document creation systems
- ▶ Lack of personalized communication
- ▶ Absence of a unified platform
- ▶ Difficulty with distribution and retrieval
- ▶ Inefficiency in complying with regulatory norms

Core Capabilities of the Integrated Solution

In collaboration with LTIMindtree and powered by Duck Creek Policy, Newgen's Contextual Content Services (ECM) and Omnichannel Customer Engagement (CCM) empower insurers with a host of features. From managing critical documents to accessing design templates efficiently, the integrated solution streamlines processes for secure and compliant communication. The modern ECM and CCM platforms enable lifecycle management, secure archival, and seamless integration.

- Integration with Core Systems
- Document Organization & Optimization
- Document Review and Analysis
- Document Generation
- Annotation & Filtering
- Privacy & Security
- Multi-channel Communication Distribution
- Template Management
- Anywhere-enabled Functionality



Insurers can seamlessly communicate with workflows through anywhere-enabled integrations (AEI), enhancing accessibility and streamlining processes. The AEIs are managed by Newgen or LTIMindtree as the Duck Creek platform evolves.

PRAKASH VEDANTHAM
PRINCIPAL DIRECTOR
LTIMINDTREE

How Does the Integrated Solution Help Insurers?

- Faster turnaround time with easy and secure access to information
- Improved user productivity and decision-making
- Better collaboration among key stakeholders
- Lower operational costs
- Faster policy servicing and renewals
- Better compliance with regulatory requirements



Duck Creek Policy Platform manages the entire policy life cycle, benefiting insurers with reduced costs, seamless integrations, and faster deployments of new products. With codeless configuration and self-service capabilities, carriers can adapt swiftly to changing demands while ensuring a future-ready architecture.

PETER HERZ
SR. PARTNER MANAGER
DUCK CREEK TECHNOLOGIES

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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