

NEWGEN Speeds Up Claims Processing at Bajaj Allianz General Insurance

New Delhi

Successfully installed OmniDocs & OmniCapture to address Customer Claims

NEWGEN Software Technologies Limited, a leader in the field of Business Process Management (BPM), Document Management (DM) and Imaging, today announced that it has deployed its reputed solutions OmniDocs, and OmniCapture, at Bajaj Allianz General Insurance Co. (BAGIC), to help them in settling their customers' claims faster. This is a step towards providing BAGIC not only a hassle free claims-processing solution but also reducing the turnaround time for the availability of data, and efficiently addressing increasing number of customer claims and queries.

Speaking on the occasion, Diwakar Nigam, Managing Director, **NEWGEN Software Technologies Limited** said, "We are happy to work with Bajaj Allianz General Insurance Co. and help them leverage NEWGEN product offerings to improve their business and operating performance. With the implementation of OmniDocs and OmniCapture, the time taken for customer response has been reduced drastically; thereby, ensuring quick and ready access to relevant documents, leading to speedy claims processing."

OmniDocs has been installed at BAGIC's head office in Pune, and at the 40 full-fledged branches, OmniCapture has been deployed to upload the relevant data. Remote Image Servers (RIS) are installed at each of the remote sites and scanned images of the claims settlements from the RIS are uploaded to the head office during off-peak hours. The upload of claims is done automatically without any manual intervention. However, for an urgent settlement during the day, or for queries raised by settlement department, branch can upload the required data on an On-Demand basis for specific selected records. These RIS would also act as Disaster Recovery Sites in the event of any failure/disk crash at the central/remote site.

Thus, the entire claims processing is done by OmniDocs. The document management system captures all the mandatory documents at the branch level and links them to the Claims Processing System, OPUS (Core Insurance Application), thus providing a single and consistent reference-point to all the claims.

To remain true to its commitment of executing tasks in the most seamless manner, NEWGEN has also provided BAGIC with OmniDocs Web Services, which helps them to integrate OmniDocs based applications with any other application.

About NEWGEN

NEWGEN Software Technologies Limited, a leader in the space of Business Process Management (BPM), Document Management (DM), Workflow and Imaging, is amongst the top 10 Software Product Companies in India.

NEWGEN bagged the prestigious "Distinguished Product Company" award at the Product Summit 2005 hosted by National Association of Software and Service Companies (NASSCOM) and Indian Institute of Management Bangalore (IIMB).

NEWGEN started in 1992 is headquartered in New Delhi. It has four software development centers - three in New Delhi and one in Chennai, and five regional Sales and Support offices in India. NEWGEN also has a wholly owned subsidiary NEWGEN Software Inc. in USA located in McLean, Virginia.

NEWGEN has to its credit over 600 customer installations worldwide with representation in over 20 countries across the globe. NEWGEN enterprise software solutions allow customers to build and sustain competitive advantage by managing content throughout their organization, automating and streamlining their business processes, and simplifying their critical and everyday decision-making.

The company caters to customers in India and overseas in diverse areas like Banking, Financial Services, Insurance, Telecom, BPOs/Shared Service Centres, Manufacturing, Government and Airlines.

NEWGEN employs more than 600 people. The company has more than 3,500 'man years' of experience, with over US \$25-million investment in developing software products for Business Process Management (BPM). NEWGEN product suite comprising of OmniFlow, OmniDocs, OmniReports, OmniCapture, and OmniExtract, is one of the most comprehensive, flexible and scalable product suites in the area of BPM. SmartStatements, ChequeFlow and Compliance Manager are the state-of-the-art solutions developed on the Newgen BPM Platform. NEWGEN is an ISO 9001:2000 and CMM level 4 company.

Website: www.newgensoft.com

About Bajaj Allianz General Insurance Co.

Bajaj Allianz General Insurance Co. (BAGIC) is a joint venture between Bajaj Auto Ltd., India's leading 2 & 3 wheeler manufacturer and Allianz AG, one of the world's largest general Insurance company. Bajaj Allianz is headquartered at Pune and has presence in over 100 towns through its network of offices across India.