

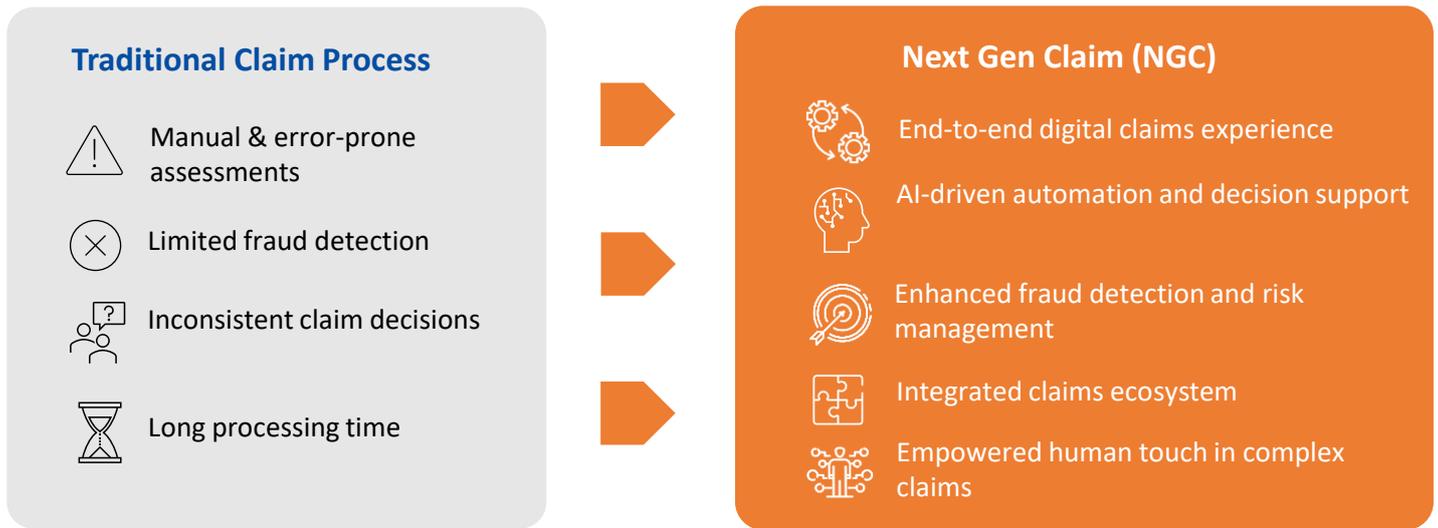
# NEXT GEN CLAIM (NGC)



Transform the Claims Experience with Next-Gen Technology

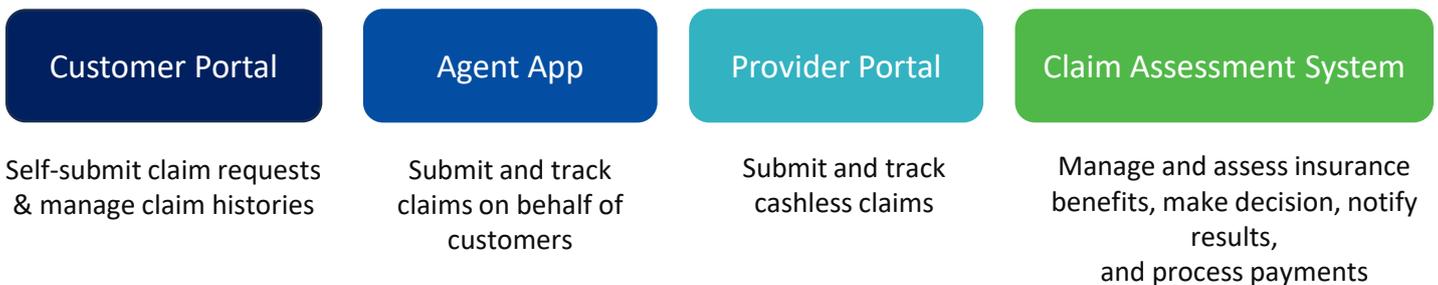
## Next-Gen Claims Experience with NGC

**Next Gen Claim (NGC)** is an AI-powered solution designed to deliver a seamless end-to-end digital claims experience and enable real-time decision-making, tailored for unique business requirements.

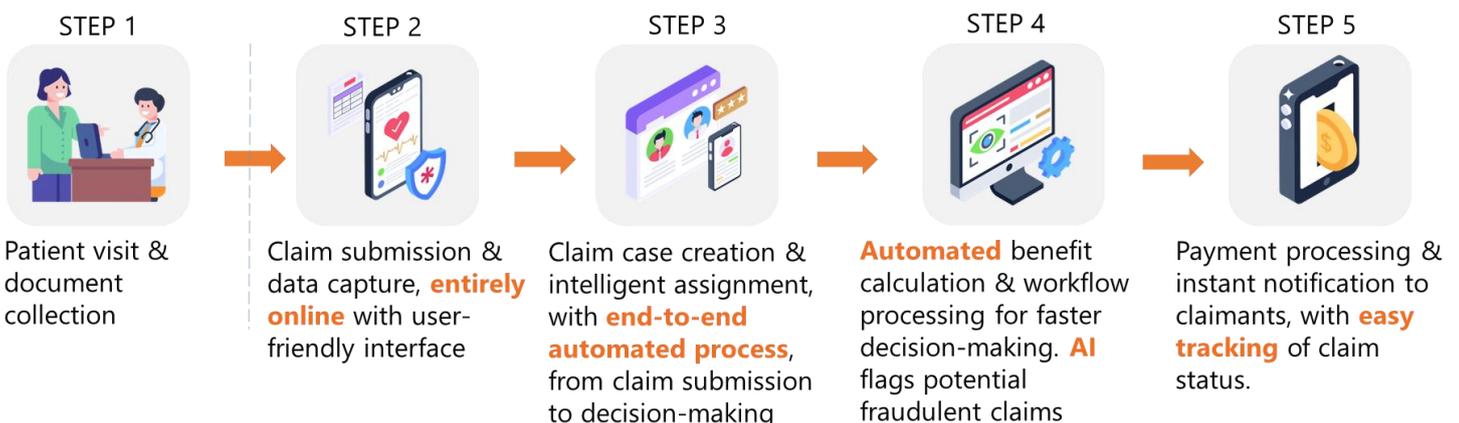


## How Next Gen Claim (NGC) Works?

### Next Gen Claim Ecosystem



### NGC's Claim Submission Process



## Key Benefits

### Operational Efficiency

- End-to-end automation helps reduce costs
- Free up employees from repetitive tasks

### Claim Effectiveness

- **Reduce SLA** from 5-7 days to 15-30 minutes (Cashless) & 2-3 days (Reimbursement)
- **Enhanced accuracy** with automated rule-based claim assessment
- **AI** supports fraud detection & delivers data-driven claim decisions

### Customer Experience

- Enhance digital communication and provide **real-time** claim tracking
- Improve transparency & simplify the claim process.

## Success Story

**Challenges:** A top 5 insurance company in Asia-Pacific faced challenges with its existing claim process, which causes operational bottlenecks such as lengthy processes, high fraud risk, manual intervention, and inconsistent customer experiences.

**Solutions:** Implementing FPT's Next Gen Claim (NGC) solution, the company transformed its claim process with end-to-end automation & AI-powered decision-making.

**Values:** Improve operational efficiency & customer experience with end-to-end straight-through processing flow, from receiving claims to making decisions. AI algorithms help detect potential fraudulent claims by identifying anomalies, leading to cost-savings. Automated systems are designed to adhere to regulatory requirements consistently, reducing the risk of non-compliance and associated penalties.

## WHY FPT?

### Speed

Agile Factory to validate ideas, and Ready-made solutions/ digital frameworks to define digital initiatives quickly.

### Scalability

7,800+ certified experts and a vast pool of software engineers for quick ramp-up.

### Quality

Serving 1,100+ customers, including 130+ Fortune 500 companies. Average Customer Satisfactory Score of 94.94/100.

### Compliance

Our certified Information Security Management System includes Policies, Procedures, and Guidelines.

### Global Presence

Optimal mix of near shore, offshore and onsite delivery models for achieving cost effectiveness & managing multiple language collaborations across time zones.

## ABOUT US

FPT is a globally leading technology and IT services provider headquartered in Vietnam with USD 2.47 billion in revenue (2024) and 54,000 employees. Committed to elevating Vietnam's position on the global tech map and delivering world-class solutions for global enterprises, FPT focuses on five strategic areas: AI, Automotive, Semiconductor, Digital Transformation, and Green Transformation.



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