nagarro | CANDELA LABS

Scaling digital insurance through intelligent automation

Nagarro is a strategic partner of Candela Labs, delivering cutting-edge digital insurance solutions by leveraging Case Manager, an end-to-end SaaS and on-premises workflow automation platform. Case Manager streamlines the experience journeys of external and internal business users in the insurance domain via intelligent automation.

To know more about this solution or discuss your requirements with our experts, drop us a note at: **insurancepractice@nagarro.com**.

Thinking Breakthroughs

Embrace tangible transformation by digitalizing and automating your journeys – both customer-facing and internal, and deliver a truly connected and agile insurance experience.

Intelligent automation solutions for core insurance processes:

Digital new business and underwriting

- ePoint of Sale (ePoS)
- Digital agent portal
- Lead management

- STP and rules engine
- Underwriting workbench
- Assisted assessment using AI

Digital customer and policy servicing

- Customer self-service portal, mobile app, chatbot
- Policy simplifier

- Virtual agent secretary
- Customer 360-degree
- Policy servicing workbench

Claims management

- Wellness app, telematics, home automation
- Image and video submission
- Fraud detection

- AI-based document digitization and validation
- Assessor workbench

For more about us, visit **www.nagarro.com**

Key components of the platform

Engagement portals

Mobile applications

Unified messaging

Process, rules & content management

OOTB reports & dashboards

Case management & workbenches

OOTB business workflows

Low code configurator

About Nagarro

Nagarro is a global leader in digital engineering and offers a wide range of services. With a diverse and long-standing insurance client base (in general, life, and health sectors), we help our clients become innovative, digital-first companies through our entrepreneurial, agile, and CARING mindset.

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Proven platform with significant business benefits delivered

40% - 60%
improvement in turnaround time

2.2 million+
workflows processed every month

14,000+
active users logging in every day

40,000+
insurance agents onboarded

38 million+
policyholder requests served till date

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Thinking Breakthroughs