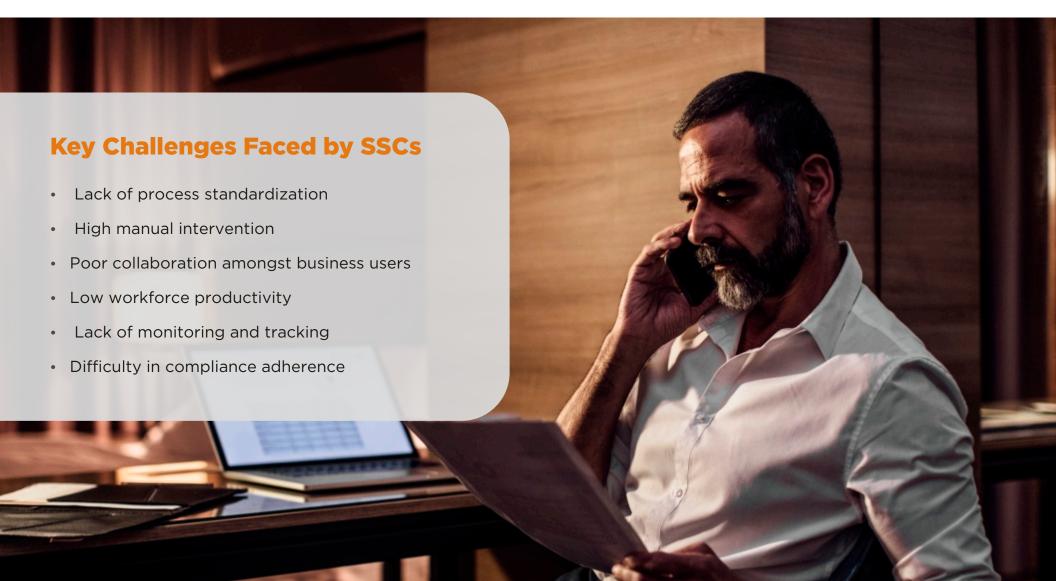# Newgen's Offerings for **Shared Services Centers**

Overview

Shared services centers (SSCs) leaders are looking to reduce costs, increase efficiencies, boost workforce productivity, and drive continuous process improvement. But as the business expands, operational silos and lack of visibility across different departments act as stumbling blocks. To stay ahead of the curve, organizations must implement a robust solution.

To help SSCs increase operational efficiency and deliver business value to customers, Newgen offers a wide spectrum of applications that automate processes across multiple functions, including finance and accounting, human resources, and supply chain management.

Key Challenges Faced by SSCs

- Lack of process standardization

- High manual intervention

- Poor collaboration amongst business users

- Low workforce productivity

- Lack of monitoring and tracking

- Difficulty in compliance adherence

Newgen's Offerings for SSCs

Newgen provides robust and scalable solutions for SSCs that help in improving back-office operations while ensuring compliance. The applications, built on a low code digital automation platform, help organizations enhance efficiency and productivity while creating value through standardization, straight-through processing, reduced business risk, and continuous process improvement.

Finance and Accounting

Newgen's applications for finance and accounting are tailored according to the unique needs of organizations and are scalable to accommodate multiple processes and transactions.

Procure-to-pay

Streamline end-to-end processes, from purchase request and vendor selection to final voice generation and disbursement of payments. Integrate with enterprise resource planning (ERP) systems, third-party, and legacy applications for seamless push and pull operations.

- Comparison of multiple quotes

- Invoice capture through multiple channels

- Classification of purchase requisitions based on defined parameters

Applications

- Purchase requisition management

- Purchase order creation

- Vendor onboarding

- Invoice management

- Vendor portal management

- Payment processing

- Debit note/credit note

Order-to-cash

Automate sales order processing from getting an order to fulfilling it and receiving the payments. Enhance cashflow predictability and improve operational efficiency with built-in accounts receivables (AR) management system.

- Maintenance of documents in a defined structure

- Alerts and notifications of receivables

- Continuous cash flow tracking

Applications

- Sales order processing

- Collections management and dunning

- Debit/credit advice

- Customer onboarding

Record-to-report

Streamline existing transactional data to gain visibility and insights into the organization's financial performance. Get alerts and reminders along with multi-level approval and audit mechanisms.

- Transaction and report scheduling

- Auto validation of standard chart of accounts

- Journal entry upload

Applications

- Journal voucher processing

- Close governance

- Calendarization

Fixed Asset

Manage customers' fixed assets with end-to-end visibility into the management process, from commission until disposition. Generate reports on asset status, related to depreciation, and notify users of status updates with rule-based alerts.

- Digitized asset management

- Fixed asset transfer and disposal

- Asset acquisition and valuation

Applications

- Asset master

- Inter-company transfer

- Intra-company asset transfer

- Fixed asset disposal

- Sale or scrap

Master Data Management

Ensure data and information consistency across all channels, applications, and third-party systems by curating and managing master data. Gain complete visibility into master data status and management processes.

- End-to-end process visibility

- Multi-level approvals of master data requests

- Data checks and consistency

Applications

- Vendor master

- Customer master

- Cost center master

- Internal Order

- Profit center

- General ledger code

Human Resources (HR) Operations

Newgen's HR solutions manage the complete employee lifecycle from employee onboarding to cessation through workflow automation and enterprise mobility.

Employee Onboarding

Streamline the onboarding process by automating time-consuming and repetitive tasks while freeing up business users and new employees from the drudgery of paper-based processes. Perform reference and background checks for validations and certifications.

- Application sourcing across channels

- Pre-defined templates for sending status updates to candidates

- Personalized view to track hiring and attrition rates

Employee Management

Manage employee-related processes and gain visibility into the human resource (HR) system, from payroll and performance management to requests and complaints management. Gain omnichannel access to HR support.

- Flexible employee reallocation and relocation processes

- Task allocation based on role and designation

- Monitoring of resources' skill sets with regular report generation

Employee Offboarding

Keep a track of critical steps involved in the off-boarding process and make the exit process simple, clear, and hassle-free. Get insights into employees' attrition rates, resignation patterns, and improve the overall employee experience.

- Final settlement statement post successful completion of exit formalities without any disputes or discrepancies

- Tracking documents from multiple departments, including asset return from IT and no dues from operations

- Reversal of employee exit formalities upon successful negotiation

Supply Chain

Newgen's solutions for supply chain management address needs related to human capital management, shipping and logistics, information technology, and other areas.

Order Fulfillment

Manage the complete process, from receiving, processing, and delivering orders to end customers, while complying with the organization's standard operating procedure (SOP).

- Intelligent case routing for faster resolutions

- User and system-driven mandatory checks to ensure compliance

- Visibility of all orders across various stages on a single screen

Export and Import Documentation

Enable movement of imported and exported goods in perfect order by ensuring seamless collaboration with intermediaries and regulatory bodies. Notify stakeholders for the required action at regular intervals, to reduce risks/penalties.

- Incorporation of laws of the land, including source, destination, transit countries as well as the custom policies

- Predefined and proactive alerts based on departure and arrival dates

- Central template repository for updating regulatory documents

Contract Management

Streamline the contract lifecycle, manage clauses, templates, and enable seamless integration with other systems. Ensure compliance with contractual obligations by tracking performance and payment obligations.

- Auto-fetching of latest clauses based on the contract type and generation of contract draft

- Generation of templates for recurring contracts

- Rights-based access to the repository for information security

Why Newgen's Applications for SSCs?

- First-time right transaction processing
- Improved back-office operations
- Increased process visibility
- Enhanced customer experience
- Better compliance
- Reduced process cycle time
- High workforce productivity

Benefits Accrued by Our Valued Customers

Implementation of Newgen Accounts Payables Solution at a Pharmaceutical Company

- ROI potential over three years evaluated at **135%**
- Cost reduction in processing of invoices by **21%**
- Cost savings of **$1 million** over a span of **6 years**

Food & Agro Trading Company Automated Finance & Accounting Processes

- Turnaround time for transactions reduced to less than **24 hours**
- Employee productivity increased by **91%**
- Average first pass rate maintained above **60%**

About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, and communication management 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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