

Newgen's Lending Solutions for NBFCs



Non-banking Finance Companies (NBFCs) have played an important role in the Indian financial system by complementing and competing with banks and bringing efficiency and diversity into financial intermediation. NBFCs are witnessing waves of changes sweeping across their lending process. Modern NBFCs are adapting to the demands of an increasingly dynamic and unpredictable business environment while simultaneously striving to maintain a competitive edge and maximize new opportunities for business growth.

The challenge before NBFC lenders is to eliminate inefficiencies in their lending process by automating, streamlining, and integrating processes. For this, it is essential to understand the challenges that NBFCs are facing in their origination and servicing business and how they can leverage technology to improve operational efficiencies and controls.

Major Challenges Faced by NBFCs in Their Lending Process

- Disjointed processes
- Rapidly evolving business needs
- Increased competition
- Complex risk calculations
- Multiple product types
- Difficulty staying on top of regulatory requirements
- Low quality customer service
- Lack of visibility and insights into the process lifecycle
- Increased demand for remote operation

Newgen offers an extensive portfolio of lending products and applications to cater to all NBFC industry-specific needs. These products and solutions are available with both cloud and in-premise deployment models.



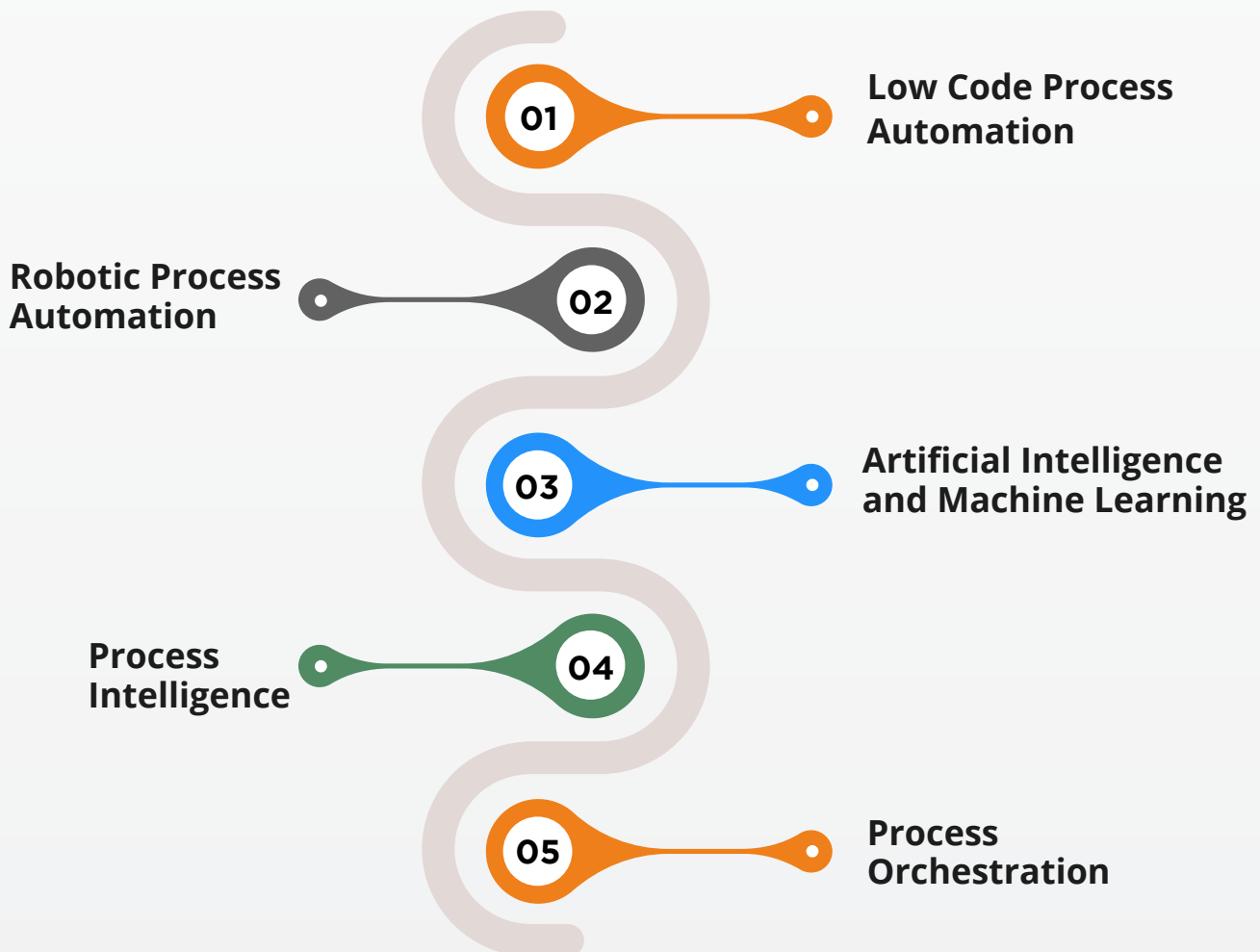
Newgen's Cloud-based Lending Solution for NBFCs

Newgen's cloud-based loan lifecycle management solution (LLMS), built on a low code digital transformation platform, enables non-banking financial institutions with the flexibility and adaptability to stay future-ready.

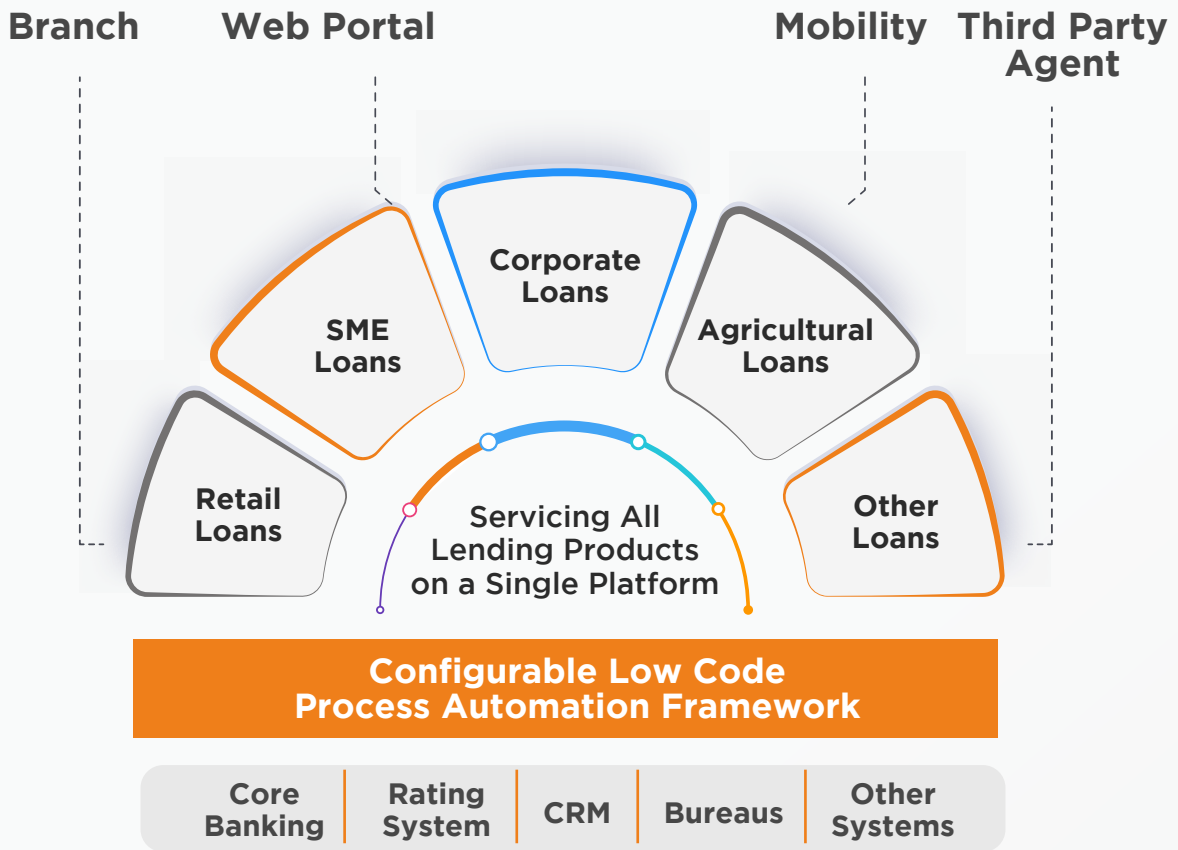
Newgen's cloud platform helps NBFCs achieve breakthrough business results. The lending solutions are available on private and public cloud and extends support for hybrid models. The cloud platform has robust features—security, scalability, disaster recovery, compliance adherence, and single-tenant to multi-tenant environments—that it seamlessly extends to the lending solutions.

Financial institutions across the globe are leveraging Newgen's cloud platform to modernize their enterprise systems, accelerate process improvement initiatives, and build competitive differentiation into their offerings. Newgen has active relationship with top cloud vendors such as AWS, MS Azure, and Google Cloud to continually support the design and execution of our cloud roadmap.

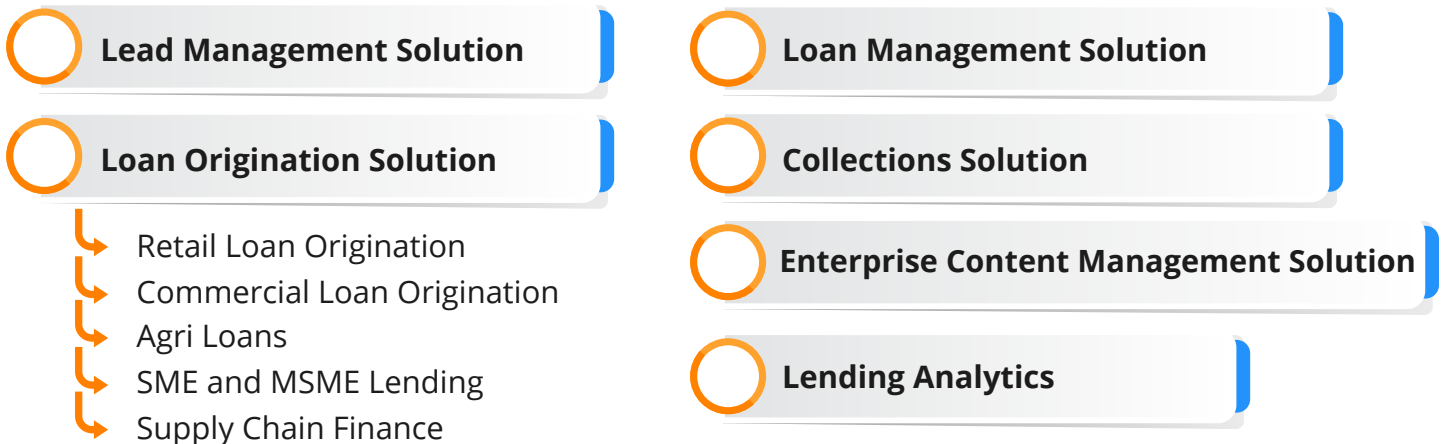
Newgen's cloud-based LLMS helps NBFCs automate and contextualize their end-to-end processes through intelligent automation that integrates the capabilities of below five technologies.



Functional Overview of Newgen's LLMS



Newgen's Loan Lifecycle Management Solution Comprises Of



Newgen's Lending Analytics

Newgen's lending analytics facilitates informed decision-making through precise predictions and easy-to-build AI decision models. Using the lending analytics solution, NBFCs can bring intelligence to their processes by leveraging AI and ML-based learning capabilities. NBFCs can smoothly route tasks from inbound channels to the correct users, make smarter decisions, and provide more context to customer interactions with internal and external customers.

Through lending analytics, NBFCs can reach out to the right customers and improve customer retention. The analytics solution can take different data types and build a pipeline to transform the data into meaningful inputs to the analytics and AI algorithms. This translates into faster execution and better business insights for financial business processes. It also assists in efficient probability prediction of loan default and comprehensive loan servicing. By increasing the loan life cycle value, the lenders can retain their profitable customers.

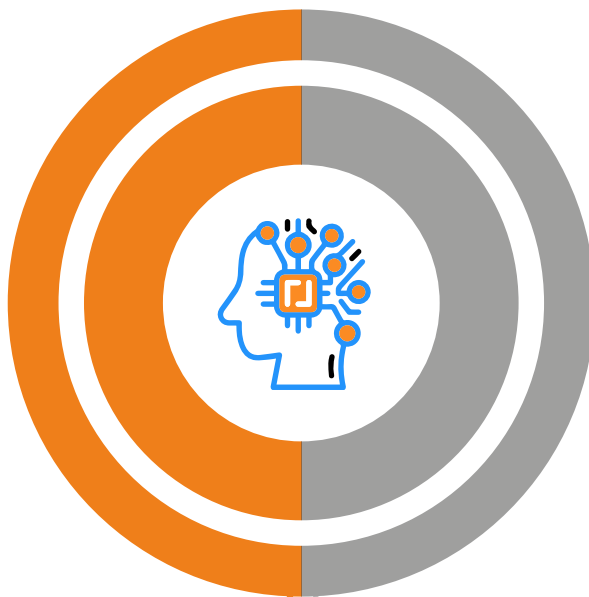


Newgen's Lending Analytics

Artificial Intelligence Capabilities:

Capturing information, which is done through:

Transforming data into information using artificial intelligence and turning the information into meaningful use cases through:



Visual Recognition

Recognizing a face or photo

Natural Language Processing

e.g. Extracting meaningful data from an email

Sound Recognition

Transcribing spoken words

Reasoning

Taking action based on the information given

Search

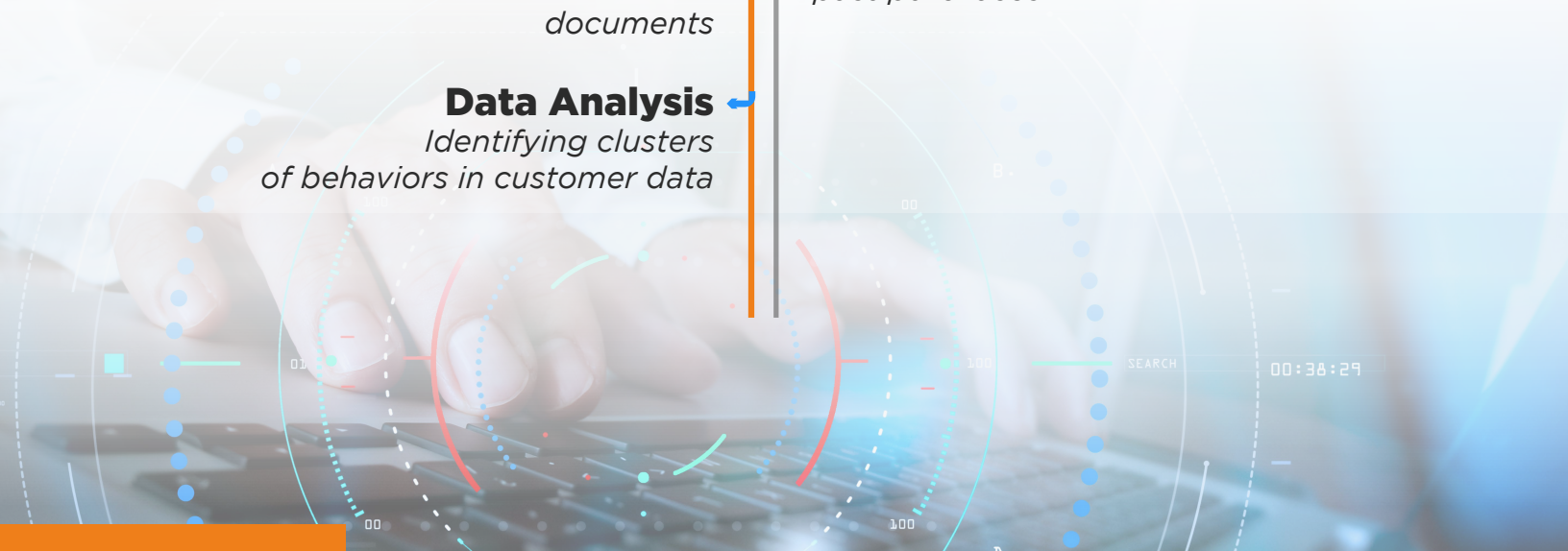
Extracting data from unstructured or semi-structured documents

Prediction

Predicting buying behavior based on past purchases

Data Analysis

Identifying clusters of behaviors in customer data



Newgen's Lending Analytics Assists In -

- Automating and contextualizing end-to-end processes
- Bridging operational silos and improving efficiency
- Reducing turnaround times
- Lowering costs and improve your ROI
- Managing risk and compliance
- Enhancing customer experience
- Increasing agility, scalability, and flexibility
- Driving continuous improvement

Newgen's LLMS Solution Highlights

- Complete line of lending offerings including Lead Management Solution, Loan Origination Solution, Loan Management Solution, and Collections Solution
- Configurable, rule-based framework
- Reduced risk with granular and customizable oversight
- Digitized loan application management and zero-touch, paperless processing
- Omnichannel and multi-channel loan application initiation and document submission
- Intelligent underwriting module, comprehensive loan document checklist, and automated alerts
- Real-time dashboards to monitor critical business events and operational productivity
- Seamless integration with multiple third-party systems and core banking solution
- Workflow-based exception and deviation management
- Configurable application and pre-defined templates to mitigate coding-related costs and generate loan packages
- Lending analytics capabilities

Newgen's LLMS Solution Benefits

- Streamlined lending process with low code and cloud-based capabilities
- Cloud deployment for ease of use and cost optimization
- Faster product rollouts with an off-the-shelf solution accelerator
- Seamless integrations that help leverage existing investments
- On-time and in-budget implementation
- Configurable, rule-based framework
- Real-time comprehensive reports and audit trails
- Dedicated center of excellence team for the banking sector
- AI/ ML-based analytical models for customer acquisition and retention
- Omnichannel experience to help serve customers better
- Lower total cost of ownership
- Proven track record of nearly three decades, with over 1,400 deployments across 69 countries



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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