



**NewgenONE
Records
Management
System**

Overview

Modern enterprises deal with volumes of records and critical documents. However, managing them is a daunting task as enterprises face various risks like complying with ever-changing regulatory requirements, and safeguarding customer data privacy. To add to the challenge, these records need to be categorized for long-term archival, transferred to national archives, and made available for legal purposes.

Enterprises need a solution to ensure streamlined management of these records while ensuring security, integrity, and compliance. By investing in a robust records management system, organizations can enable record lifecycle management, improve information governance, and enhance compliance.

NewgenONE Records Management System

Define and Enforce Records Classification, Retention, and Disposition Policies

NewgenONE records management system enables end-to-end management of enterprise records, from creation, maintenance, and usage to disposition. It helps improve accountability of physical and electronic records by maintaining their authenticity, reliability, and integrity. By leveraging the system, enterprises can excel audits and meet compliance goals for legal and regulatory requirements such as DoD 5015.02, VERS, ISO 16175 1 & 2, ISO 15489, and NRAA Oman.

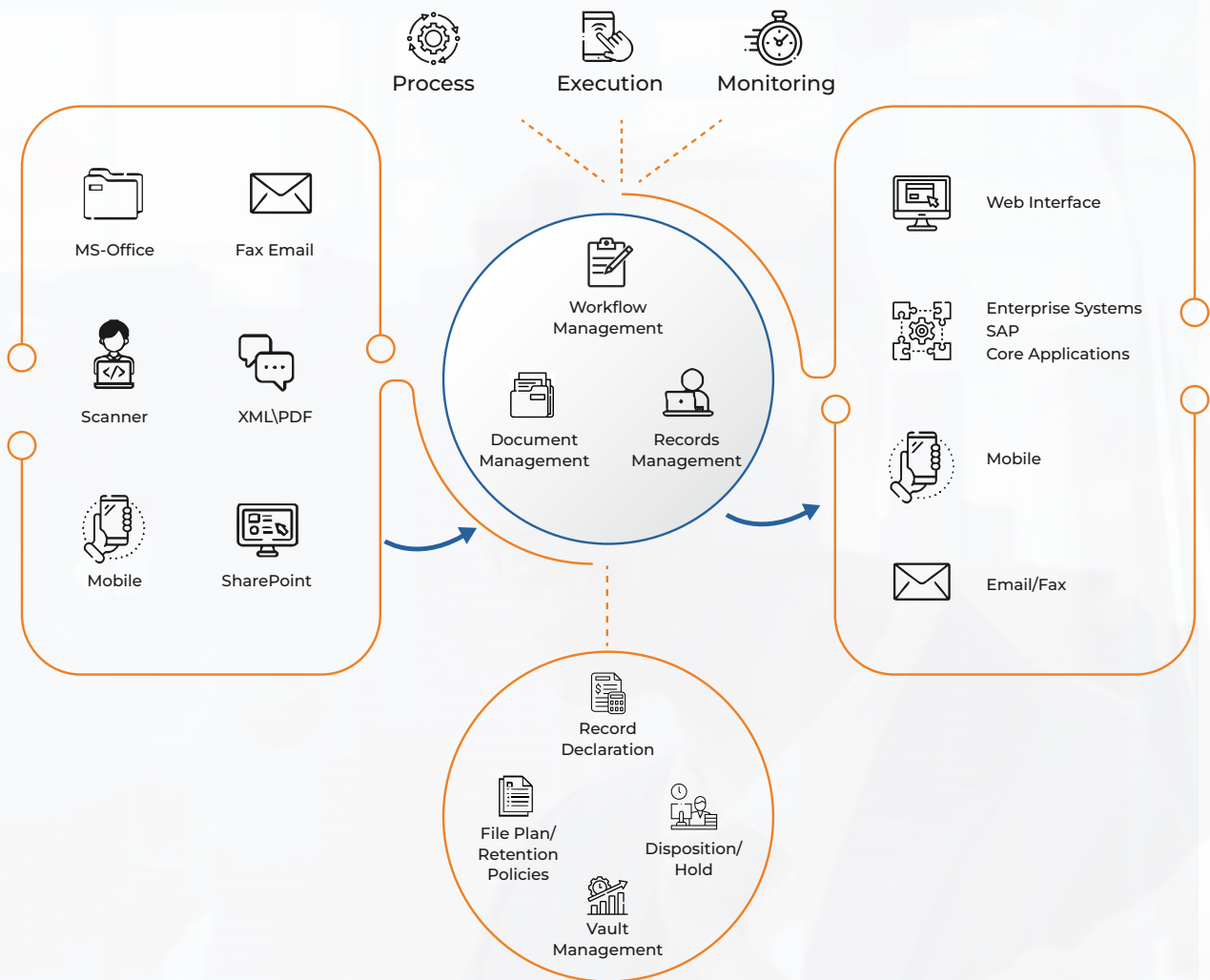
The platform provides a workspace for record managers that enables them to streamline the record lifecycle—classify, process, and retrieve records and perform various other operations.

It enables rule-based governance of storage and destruction of records per organizational requirements. Furthermore, it facilitates record security, reports generation, and seamless integration with third-party systems while allowing enterprises to control their records through various configuration options.



NewgenONE Records Management System

Capture → Process & Manage → Deliver



Core Capabilities

Record Acquisition, Movement, Retention, and Disposition

- Define rules for record retention and destruction
- Disable modifications by marking documents as records to maintain integrity
- Establish filing and cut-off rules to keep records active for a predefined period
- Assign access rights to different users and groups
- Track physical movement of records

Support For Multiple Record Types

- Support physical, electronic, and hybrid records
- Handle various formats including doc, ppt, xls, pdf, pdf/a, tiff, jpeg, MP4, FLV, WAV, etc.
- Enable automatic archival of emails and attachments within the email application

Records Classification Scheme

- Classify and index records based on classes, files, and fileparts
- Map record location for easy access
- Ensure information security through rights management and audit logs
- Facilitate bulk operations to create classes, files, and fileparts using Excel

Automated Record Management Policies

- Enable multi-stage storage processing of records
- Define movement of physical records from one location to another and of electronic records from one server to another
- Facilitate policy management using rule definitions, such as cut-off rollover, retention, storage, and file numbering policy

Intuitive Dashboard

- Get personalized, 360-degree view of all tasks and records
- Create or customize predefined dashboards for various personas
- View pending tasks like My Tasks, Pending Disposition, and Vital Management
- Access saved searches, favourite-marked items, and recently accessed items



Borrowing and Returning Physical Records

- Set up a pre-defined sequence and enable users to request records from the administrator or loan them directly from the current borrower
- Send automatic email reminders to the borrower, notifying in case of an overdue

Consignment Tracking

- Attach bar codes to physical files stored in different boxes
- Track the physical movement of documents among users or locations
- Generate and track transfer notes for sending documents to a central location
- Accept or reject documents attached with the transfer notes

Vital Records Management

- Enable business continuity in case of disasters or other unforeseen circumstances
- Identify and manage records critical to business operations
- Review vital records periodically through system-generated alerts

Legal Hold

- Allow multiple users to simultaneously suspend a single filepart or record to support multiple legal hold
- Disable destruction process until all holds are released to preserve relevant information

Email Archival

- Facilitate easy access and archival of emails in a secure, centralized repository for faster retrieval
- Monitor internal and external email content
- Integrate with MS Outlook for rule-based archival
- Enable email backup and disaster recovery
- Ensure adherence with email retention policies to manage litigation and legal discovery



Comprehensive Reports

- Generate administrative reports to monitor user activity, system usage, and system configuration
- Generate transfer activity reports to document movement of records or files within an organization and ensure compliance with policies
- Generate accession reports to gain information on records transferred to the National Archives and Records Administration for permanent preservation and public access

Enterprise-wide Security

- Ensure SSO support for LDAP-based authentication
- Access rights on file plans, records, return requests, and overdue items and administrative functions, including Generate Reports and Define Rules
- Enable digital signatures and PKI encryption
- Ensure support for maker checker in class creation
- Protect sensitive information with security classifications like Top secret, secret, and confidential
- Enable marking management for enhanced security

Seamless Integration For Extended Records Management

- Facilitate both automatic and manual records filing through ready-made connector for MS SharePoint
- Archive records and content from MS Office applications such as Outlook, Word, Excel, PowerPoint, and others
- Manage records based on organizational policy by converting documents into records
- Extend or customize the behaviour of standard XML-based APIs

Easy Search and Retrieval

- Configure various searches which can be assigned to different users or user groups
- Enable search based on record name, author, date, barcodes, borrower, transfer number, or other user-defined meta-data attributes
- Perform a full-text search on the entire content
- Perform box search to search according to box properties
- Access frequently used operations easily, including Assign to File Plan, Search Record, View Record, View Properties, and Request Record
- Access records and files with the help of the associated metadata



A young woman with long brown hair, wearing a light-colored blazer, is smiling broadly and looking upwards and to the right. She is holding a large orange folder. The background is a blurred office environment with blue and white tones. In the top right corner, there is a solid orange triangle. On the left side, there are three small circles (orange, white, blue) and a vertical orange line.

Business Benefits

Improved user productivity

Quicker, easy access to records, leading to reduced record-keeping errors and improved efficiency

Better compliance

Streamlined management and policy-based retention and destruction of records for enhanced compliance

Improved decision-making

Enhanced decision-making with system-generated reports. Users can gain valuable insights and information management practices

Cost savings

Significant cost optimization through streamlined records management and reduced physical storage requirement

Enhanced security

Robust security with reduced risk of data breaches and unauthorized access by ensuring rights-based access to records

Case in Point:

A US-based bank uses NewgenONE records management system to comply with the requirements of the DoD 5015.02 standard.

To work efficiently, the bank stores digital and physical records, like customer identification and collateral documents. Using the system, the bank organizes records into classes, files, and fileparts and ensures policy-based governance for their long-term archival.

A customer, Mark, approached the bank for the final statement of his home loan, but his account was closed seven years ago.

Here's how NewgenONE records management system enabled the bank to respond to Mark's query:

The Customer Relationship Executive:

- Created a case based on Mark's request
- Generated request to obtain the record from the system and forwarded it to the Records Manager

The Verifier:

- Reviewed and shared the copy of the record with Mark via email
- Sent the original record back to the Records Manager for archival

The Records Manager:

- Logged in to the system to validate the availability and accuracy of the given customer data
- Tracked Mark's stored physical records using the mapped locations
- Retrieved all records archives, including loan documents and receipts, and cross-verifies terms and conditions
- Generated and tracked transfer request to move the record to the central location and sent it to the verifier

About Newgen

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