



An Apex Government Organization in Singapore

Automates Its Subvention Process with **Newgen**

Background

The government organization is responsible for managing the country's public healthcare system. It is a people-centered organization committed to medical excellence, promoting good health, and ensuring access to healthcare services for its citizens.

The Business Challenge

Subvention being a labor-intensive and paper-based process, it was extremely time-consuming and complex for the employees without the right technology in place. The lack of a single interface made it challenging to gain transparency and led to operational silos. The dependence on working with multiple physical documents only resulted in a high turnaround time and higher errors.



Newgen's Solution

The client was seeking to digitally transform its subvention process to enhance efficiency and user experience. It wanted to empower its knowledge workers by automating the governance process and gaining transparency across the healthcare system. Their objective was to easily update the financial policies and ensure accurate dissemination of subvention to clinics, polyclinics, hospitals, and health institutions across the country.

The client implemented Newgen's low code process automation platform to automate its subvention system, including the capabilities of a simulation system for planning the budgeting for the next financial year, achieving collaboration, and working with a single unified interface.

Key Highlights of the Solution

Leveraging Newgen's low code process automation platform, the organization was able to transform and automate several aspects of its subvention process.

- ◆ Automated subvention submission, calculation, approval, simulation, extension requests, and appeal requests
- ◆ Configured complex rules to calculate subvention along with rule bundling capabilities
- ◆ Enabled simulator UI to simulate rules configured using patient data and modified rules accordingly
- ◆ Facilitated budgeting of subvention for next financial year
- ◆ Ensured resource hub and announcement, real-time reports, dashboards alerts, and notifications
- ◆ Deployed on AWS cloud environment under GCC infra

Improved integration
across different
systems



Ease in computing
subvention for a given
set of workload and
funding rates & norms



Accurate and
timely data
submission and
subvention
computation



Single source of
truth for workload
data



Real-time
verification of
subvention impact
due to subsidy
policy changes



Reduced
turn-around-time
for processing
large requests
for subvention



Benefits Delivered

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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