

# Leading Government Intelligence Agency Leverages Newgen's Case Management Solution to Prevent Suspicious and Fraudulent Financial Transactions



## Overview

The client is a high-level governmental and national agency responsible for monitoring, gathering, analyzing, and reporting information about suspicious financial transactions and crimes to the law enforcement agencies.



## Streamlined Case Management with Newgen

The agency implemented a low code-based case management solution, built on NewgenONE— a unified digital transformation platform. The solution enabled the client to establish an effective technological framework for the end-to-end automation of the case workflows and provided comprehensive reporting and monitoring capabilities for the effective mitigation of suspicious financial transactions.

## Key Challenges

- Complexity in monitoring and reporting transactions
- Lack of accuracy and consistency in case linkages and relationships
- Absence of a systematic case analysis methodology
- Inefficient communication between stakeholders and the law enforcement agencies
- Lack of rule-based case dissemination





## Key Highlights

- Case management workflow with dynamic case routing, business rules, reporting, and monitoring capabilities for handling:
  - Counterfeit currency reporting
  - Cross-border transactions reported by banks and financial institutions
  - Reporting entities registration
  - Request and response workflows by Law Enforcement Agencies (LEA) and entities
- Capabilities for generating case summary, while getting suggestions based on historical data; rule engine-based red flag indicators for cases and linking of similar cases
- Extraction of data from ID documents of entities, such as passports, PAN, etc., while conducting verification during the entity's registration process
- Seamless and robust integration with:
  - Online portal for case initiation
  - Artificial intelligence and machine learning (AI/ML) engine for getting suggestions per the availability of data and fetching summary in case management for making informed decisions
  - Analytics platform for establishing entity's relationship and networking diagrams for a visual representation of case data
  - Intelligence and regulatory agencies for sharing and ingesting data and disseminating cases
- Centralized document repository and other enhanced functionalities for handling and managing case information and history, task management, and case visualization



## Benefits Achieved

- ✦ **Optimized process**
- ✦ **Reduced operational inefficiencies**
- ✦ **Improved agility**
- ✦ **Robust integration**
- ✦ **Comprehensive reporting capabilities**
- ✦ **Enhanced process transparency and control**
- ✦ **Informed decision making**
- ✦ **Better compliance**

## 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.

For more details, visit [www.newgensoft.com](http://www.newgensoft.com)

### FOR SALES QUERY DIAL

**AMERICAS:** +1 (202) 800 7783

**CANADA:** +1 905 361 2824

**AUSTRALIA:** +61 290 537 174

**INDIA:** +91 11 40773769

**APAC:** +65 3157 6189

**MEA:** +27-11-461-6497

**EUROPE:** +44 (0) 2036 514805

### WRITE TO US

[info@newgensoft.com](mailto:info@newgensoft.com)

