



# Fiji-based Bank Automates Document-centric Processes Using NewgenONE

*Achieves end-to-end content lifecycle management with advanced search capabilities and digitization*



## About the Customer

Our customer is a leading banking institution owned by the Fiji National Provident Fund and Unit Trust of Fiji. Originally established as a home loan provider, the bank now offers various financial services and solutions, including deposit accounts, loans, insurance, term deposits, and business lending. It aims to reposition itself as a one-stop financial solution provider. The digital transformation process is an integral part of this goal.

## Customer Pain Points

The bank undertook modernization to improve its mission-critical processes. However, the lack of a unified interface made it difficult to deliver standard services and solutions. Many challenges hampered its growth journey.

### Limited Transparency

The bank faced low transparency across its business operations, hindering its ability to deliver standardized services



### No Centralized Archival System

The lack of a centralized document archival system created problems in maintaining a cohesive and organized repository and impeded access to critical information by various stakeholders



### Content Mismanagement

With the wider gamut of services, a large volume of customer records posed difficulties in organizing and utilizing content, resulting in data mismanagement



### Paper-driven Processes

Manual processes proved to be a barrier to efficiency, standardization, and customer-centricity, reducing the bank's overall productivity



## The Regular Industry Approach

Financial institutions aspiring to automate critical business processes, digitize documents, establish a central repository, and increase collaboration resort to various tools for transformation. While some banks may employ different software or rely on third-party services for document digitization and storage, these solutions often lack the comprehensiveness and integration required to address the complex needs of modern banking operations. There still remains a gap in the ability to access and analyze documents for better decision-making, or seamless sharing of information across channels.

## How Newgen Made a Difference

Newgen provided the customer with a comprehensive, low-code platform—NewgenONE—for end-to-end automation at scale. The bank leveraged Newgen’s Contextual Content Services (ECM) solution to transform its document-centric processes. With streamlined content management, advanced search capabilities, and OCR-enabled digitization, the customer was able to address the transparency and content mismanagement issues.



### Centralized Repository

Newgen's ECM platform provided the bank with a centralized repository for improved access, collaboration, and archival of information



### Automatic Document Classification

The solution automated document classification, enabling fast processing, request servicing, and tracking



### Unified Content Search

Full-text search (FTS) enabled intuitive content searches across systems through a single unified interface, reducing time wastage in searching, retrieving, and accessing documents



### Document Digitization with OCR

Newgen's enterprise-grade scanning software, OmniScan, equipped with OCR, facilitated efficient digitization and archival of documents, addressing the challenge of increasing customer records



### Real-time Case Lifecycle Visualization

The solution enabled real-time visualization of case lifecycles, enabling 24x7 availability of process-related reports

# Business Benefits Achieved



**Increased Operational Efficiency:** End-to-end automation of document-centric processes led to reduced manual intervention and faster turnaround time

**Faster Decision-making:** The bank experienced improved data accuracy and completeness, which helped them make informed decisions and fulfil regulatory compliance

**Higher Employee Productivity:** A centralized repository with automatic classification ensured organized document storage, facilitating rapid document retrieval for the bank and boosting employee productivity

**Improved Data Security:** Newgen's records management supported data audit and compliance with dynamic regulations. Moreover, assigned rights for search and retrieval of data led to enhanced security

## Conclusion

The bank's collaboration with Newgen enabled it to successfully overcome the challenges related to transparency, content management, and accessibility. The low-code-based solutions helped the bank optimize its documentation processes, increase efficiency and boost user experience.

## 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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