



Newgen's AI-first Solutions for **Asset Reconstruction Companies**





Overview

Asset Reconstruction Companies (ARCs) are at the heart of financial clean-up. They unlock value from distressed assets and strengthen the balance sheets of banks and NBFCs by acquiring non-performing assets (NPAs) and working to recover the outstanding dues. However, outdated systems and manual processes have long hindered speed, transparency, and recovery outcomes.

In today's high-stakes financial landscape, agility is essential to stay ahead. Leading ARCs are turning to Newgen's AI-first Solutions to move beyond paper-heavy inefficiencies and embrace a smarter, more connected way of managing NPAs.



Key Challenges Faced by ARCs



Regulatory Pressures

Heightened scrutiny and compliance expectations from regulatory bodies require ARCs to allocate significant resources for audit systems

Complex Asset Valuation

With a limited pool of high-quality NPAs, ARCs face challenges in accurately valuing and acquiring distressed assets



Fragmented Recovery Systems

Disconnected platforms and lack of real-time synchronization lead to poor visibility across the recovery lifecycle

Inadequate Debtor Profiling

Legacy tools result in inaccurate risk assessment and borrower profiling. Limited debtor insights and contact challenges make it tough to tailor and implement effective recovery approaches for each NPA



Manual Recovery Workflows

Overreliance on manual tasks and non-standardized procedures slow down operations, reducing overall recovery efficiency

Why Choose Newgen as your Solution Partner

With 30+ years of proven expertise, Newgen has a strong track record of enabling digital transformation across industries worldwide. Key advantages for ARCs include:



End-to-end Process Automation

Automate the complete loan lifecycle management



Improved Operational Efficiency

Reduce manual effort, accelerate turnaround time, and boost overall efficiency through intelligent automation



Real-time Visibility

Achieve robust tracking and monitoring capabilities for real-time visibility into operations



Accelerated Deployment

Enable faster deployment and enrich user experience through rapid change management with a powerful low-code platform



Integrated Ecosystem

Connect with a wide range of critical systems, including credit bureaus, loan management systems, dialers, email/SMS gateways, litigation platforms, payment gateways, internal systems, and third-party solutions



Business Impact

24%



Higher
Resolution
Rate

30%



Improved
Legal
Efficiency

25%



Lower
Collection
Cost

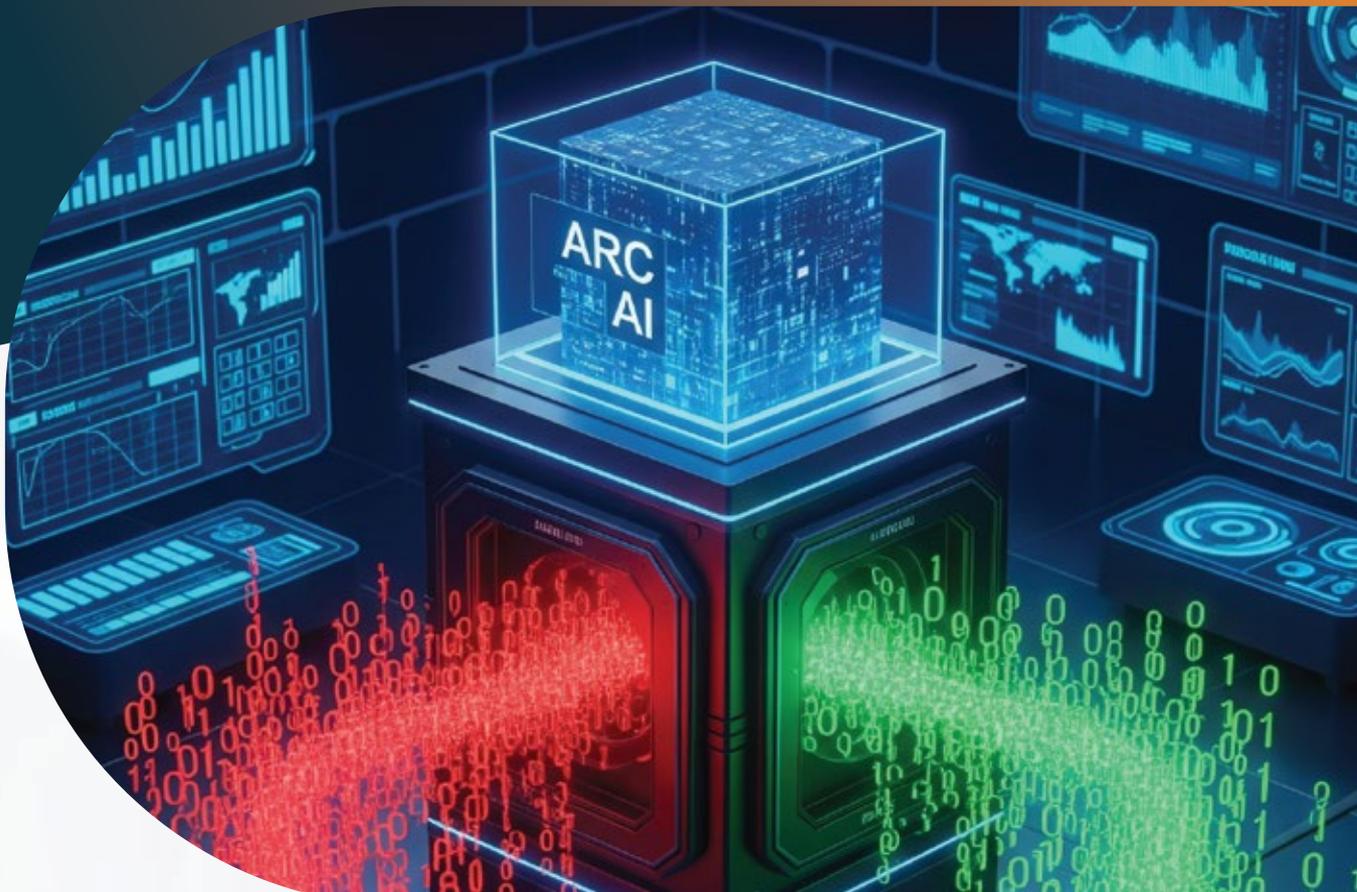
Up to
70%



Reduction
in TAT

Newgen's Comprehensive Solution Suite for ARCs

Newgen's powerful suite of AI-first solutions caters to the unique needs of ARCs to transform how they operate across the value chain. From accelerating portfolio acquisition through advanced loan management and servicing request tools to driving faster recoveries with intelligent collections, Newgen brings precision and agility at every stage. To facilitate portfolio acquisition, Newgen's solution empowers risk assessment, accurate valuation, and seamless due diligence. The solutions provide ARCs the confidence to make data-driven decisions and maximize returns on NPA portfolios.



Portfolio Acquisition Solution

Newgen offers a powerful solution for **Portfolio Acquisition** that equips ARCs with the right tools for effective risk assessment, accurate valuation, and thorough due diligence. The platform streamlines legal checks, KYC verification, and field investigations while supporting ARC-specific workflows and end-to-end application tracking for **smarter, faster decision-making**.

Key Capabilities of this Solution



Portfolio Onboarding: Assess risk and accurately value NPA portfolios during acquisition for informed onboarding



Due Diligence: Support comprehensive legal, technical valuation, telephonic, and site-based evaluations for accurate portfolio assessment



Product/Fund Implementation: Enable seamless setup and deployment of financial products or investment funds tailored to ARC requirements



KYC Verifications: Ensure thorough Know Your Customer (KYC) checks to support regulatory compliance and identity verification



Configuration of ARC's Escalation Matrix: Allow custom setup of issue resolution workflow for timely and structured escalation of exceptions or delays



Application Tracking: Provide real-time visibility into the status of applications for improved monitoring and stakeholder transparency



Third-party Support: Allow secure, role-based access for external stakeholders, such as advocates, insurers, and valuers, to collaborate, upload reports, and complete tasks within the system

Loan Management Solution

Newgen's Loan Management System (LMS) manages the entire loan lifecycle — from origination and disbursement to servicing and closure. It automates and streamlines loan processes, allowing ARCs to **efficiently track, monitor, and control loan portfolios.**

Key Capabilities of this Solution

Loan Servicing Software

Newgen's comprehensive loan servicing solution is designed to streamline the ongoing management of loan portfolio post-disbursement. It assists several functions, including:



Disbursal Management: Automate fund disbursements (single, multiple, and split) with approvals. Generate tentative repayment schedules based on disbursal and support loan curtailment/finalization



Repayment Handling: Accommodate schedule-driven or ad-hoc repayments via multiple payment methods



Rescheduling & Repricing: Reschedule loans according to revised terms using multiple rescheduling models, including repricing, deferral, part payment, and due date changes



Accruals & Amortization: Ensure accurate accruals, compounding, and periodic interest application. The business rules engine automates accrual, calculation, and posting, supporting various kinds of amortization schedules



Waivers & Charges: Easily configure charges, define waivers, and manage knock-offs



NPA & Delinquency Handling: Tag accounts, manage provisioning, and maintain clear status tracking



Loan Closure: Streamline closure/early closure workflows with automated accounting and reporting capabilities



Limit Management: Gain a comprehensive oversight of credit limits assigned to dealers within the system

Securitization

With a securitization module, users can upload loan pools in a predefined format. Once uploaded, the system supports ongoing servicing of these assets within the LMS system.

Master Management



Loan Products Management: The system provides comprehensive capabilities to configure flexible loan products with customizable tenures, interest types, and repayment structures



Scheme Management: It supports the creation of targeted schemes for specific borrower categories or campaign-driven lending initiatives



Rules Management: A dedicated Charge Master allows for the definition of various charges and the configuration of allocation rules for automated charge application and accurate fee processing

Reporting

The solution offers a reporting module with access to 50+ pre-configured reports, including repayment schedules, statements of accounts, loan-wise trial balances, balance confirmation, and due and overdue reports.

Accounting Engine

The system features a general ledger structure for loan and customer-level accounting. Configurable accounting templates are supported for various loan events across products, schemes, and NPA stages. It also automates the generation of journal entries for every transaction.



Collections & Recoveries Management Solution

Newgen's Collection & Recoveries Management System, built on a configurable low-code platform, automates the collection management process at scale. The comprehensive solution enables ARCs to **maintain strong cash flows, streamline operations, maximize recoveries, and ensure compliance.**

Key Capabilities of this Solution

▶ **Tele-calling & Case management**

Improve agent productivity with predictive and progressive dialing capabilities

▶ **Customer Communication Management**

Allow business users to strategize digital channels efficiently across SMS, email, and WhatsApp platforms

▶ **Risk Assessment and Segmentation**

Prioritize accounts based on risk, potential recovery, and past trends

▶ **Dashboard & Reporting Module**

Gain 360-degree process monitoring with role-based personalized user dashboards. Generate comprehensive reports with built-in compliance features and reporting tools

▶ **Litigation & Recovery**

Increase recovery rate with automated recovery and legal workflows addressing settlement/foreclosure, repossession, one-time settlement (OTS), auction, and suit filing. The system also supports compliance with the SARFAESI Act, and Debt Recovery Tribunal (DRT).

▶ **Target Allocation and Incentive Management**

Enable the setting of weekly, quarterly, and monthly targets and provide rules-based incentive tracking

▶ **Mobility Collections**

Empower field agents and lawyers with mobile-first capabilities for efficient debt collection



Service Request Management Solution

Newgen's Service Request Management Solution (SRM), based on a low-code, cloud-enabled platform, provides agility and scalability while simplifying the creation, management, tracking, and resolution of service requests from any channel. Business users gain control over change management through intuitive modification and duplication functionalities.

Key Capabilities of this Solution

Service Portal: Manage all service requests efficiently with a flexible portal framework that offers:

- ▶ **Device-agnostic Accessibility**
Access a unified portal across various devices for a consistent user experience
- ▶ **Simplified Service Request Submission**
Allow customers and employees to easily submit service requests through an intuitive self-service portal

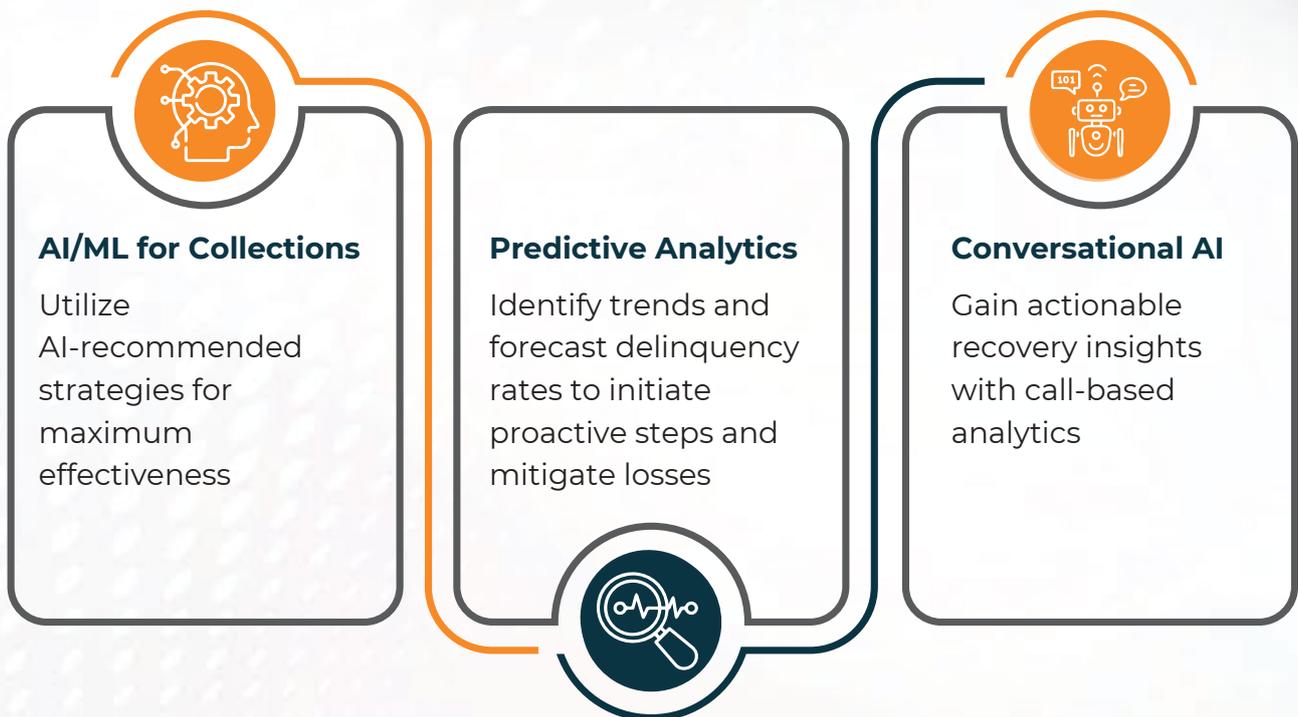
Pre-configured Workflows and Templates

Templates: Gain access to a comprehensive library of over 200 pre-configured templates designed for both internal and external service request scenarios



Intelligent Recovery: Future-ready ARC Solutions with AI, GenAI, & ML

Newgen's AI-first recovery solutions for ARCs leverage predictive analytics and conversational AI to enhance critical functions like risk segmentation, smart allocation, and adoption of intelligent collection strategies. Complementing this, Newgen's proprietary generative AI (GenAI) models are seamlessly integrated with the low-code platform to deliver intelligent and personalized services. The capabilities include:



Leveraging Newgen's AI Agents for Financial Institutions

NewgenONE Marvin

A GenAI-powered productivity and automation platform designed to enhance document handling. Marvin analyzes documents to generate summaries, classifies them, creates process design templates, resolves queries, and enables text searches via chat boxes

NewgenONE Lumina

A growth intelligence platform, enabled by GenAI, focused on delivering hyper-personalized targeting and optimizing customer journeys. It leverages over 30 pre-built ML models, integrates conversational AI, and provides 360-degree customer behavior profiling for NBFCs



About Newgen

Newgen is the leading provider of an AI-first unified digital transformation platform with native process automation, content services, customer engagement, 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.

For Sales Query

AMERICAS: +1 (202) 800 77 83
CANADA: +1 (202) 800 77 83
AUSTRALIA: +61 290 537174
INDIA: +91 11 407 73769
APAC: +65 3157 6189
MEA: +973 1 619 8002, +971 445 41365
EUROPE: +44 (0) 2036 514805

info@newgensoft.com
www.newgensoft.com



June 2025