



Future-proof Banking Ecosystem with Newgen

*Transforming Financial Institutions with
Dynamic, Dependable, and Digital-first Banking Journeys*



Overview

The financial services industry, which accounts for around 20% to 25% of the world economy, is undergoing unprecedented transformation. The increasingly dynamic business environment, competitive edge, and superior customer experience stay at the forefront of this ever-evolving landscape. Financial institutions can stay ahead of the curve by embracing agility, automation, and innovation. Moreover, as customer expectations evolve, the demand for a digital-first, seamless, and personalized banking experience across all touchpoints is the need of the hour.

Newgen's AI-powered Low-code Automation platform enables financial institutions to bridge the enterprise-wide technology gap, provide best-in-class customer experience, flexibility to adapt to the evolving regulatory environment, and build a boundaryless workplace. The platform modernizes legacy systems and workflows and can help create loyal customers by integrating internal and external systems, generating greater lifetime value.



Key Challenges That Hinder Growth of Financial Institutions



Disjointed and inconsistent customer journeys resulting in abandonment rates



Difficulty adapting quickly to regulatory changes



Siloed applications for a single customer journey resulting in duplication of data entry



Lack of real-time data and analytics on customer journeys



Rapidly evolving business needs, competitive landscape, and customer behavior



High dependency on users due to manual processes

Ensuring Frictionless Banking

The attention span of customers is shrinking. However, the solution lies in the problem itself - technology. Using innovation to transform customer satisfaction can be a major differentiator for financial institutions. When both elements fall in place, enhancing operational efficiency becomes a piece of cake.

To make this journey seamless and deliver superior growth, Newgen introduces its revolutionary concept of three Ds in banking – **dynamic, dependable, and digital-first** – where individuals and enterprises can open bank accounts, transact, and apply for and get loans in real time. This approach will scale operations, comply with regulatory standards, and offer improved customer and employee experience.



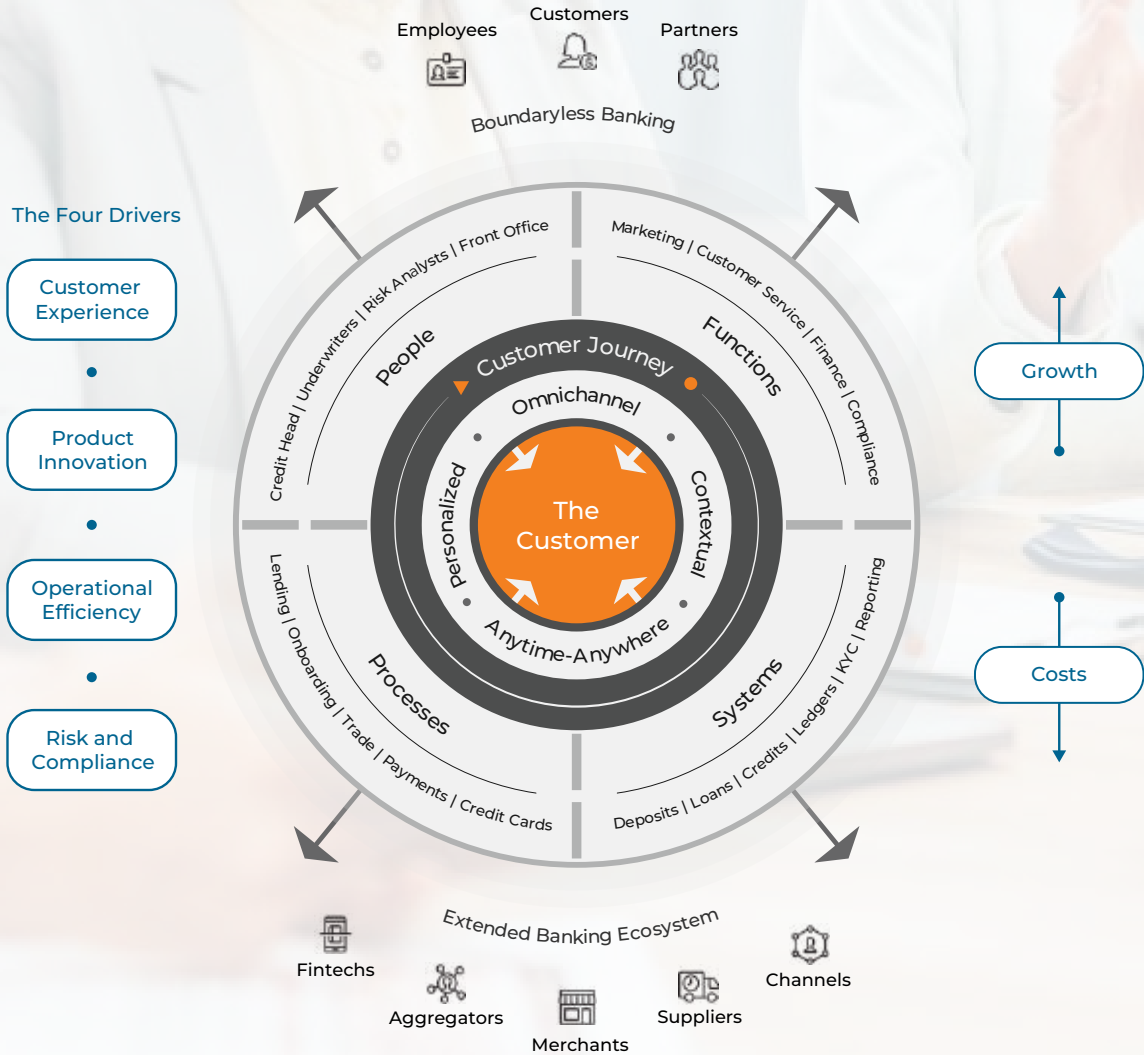
The innovative strategy aims to remove barriers and allow all stakeholders (employees, customers, partners) to work together seamlessly, creating a more robust and unified financial institution.

Changes 'Digital-first Banking' Can Bring About

- Customers, employees, and partners interact anytime, anywhere, via every channel
- Simplified and frictionless end-to-end customer journey
- Nimble operations with flexibility to adapt to the competitive landscape
- Continuous innovation guaranteed
- Unified journey with seamless data flow across various applications
- Achievable customer-centricity
- Maximized efficiency and reduced turnaround time

Elements of Newgen's 'Best-in-class Banking'

Customer Experience | Product Innovation | Operational Efficiency
Risk and Compliance



Newgen's 3Ds of the Banking Ecosystem

Enter the world of **'dynamic, dependable, and digital-first banking'** with Newgen's industry-recognized low-code platform – **NewgenONE**. The AI-enabled product suite, comprising intelligent process automation (BPM), contextual content services (ECM), omnichannel customer engagement (CCM), data science, and GenAI-enabled NewgenONE Marvin, empowers bankers to tackle pressing challenges by enabling end-to-end process automation.

With our flexible and adaptable banking solutions, financial institutions can enjoy the freedom to configure, customize, and speed up deployment on the cloud, on-premises, or in a phygital set-up. Moreover, the solutions ensure seamless integration with the existing banking infrastructure. Packed with AI/ML and an added layer of generative AI, the comprehensive platform makes the complex simple and assures faster, smarter, and more efficient processes.

Empowering Lines of Business



Digital Customer Onboarding



Retail Banking



Commercial Banking



Transactional Banking



Ready -to-deploy Future-resilient Solutions for Financial Institutions



Digital Customer Onboarding

- Deposit Account Opening
- Branch Account Opening
- Business Account Opening
- Account Maintenance



Consumer Banking

- Consumer Lending
- Loan Management
- Collections Management
- Financial Service Request Management



Commercial Banking

- Commercial Lending
 - CRE Lending
 - C&I Lending
- Small Business Lending
- Section 1071



Transactional Banking

- Trade Finance
- Supply Chain Finance



Digital Customer Onboarding

The onboarding journey plays a decisive role in customer acquisition and retention as the customer's first touchpoint. NewgenONE helps banks deliver a seamless onboarding experience across products with tailor-made solutions for digital, corporate, in-branch, and group onboarding.



Deposit Account Opening

The solution minimizes abandonment rate, accelerates customer acquisition, optimizes costs, and delivers superior customer experience.



Branch Account Opening

The solution ensures quick decisions, the least manual data entry, and a hassle-free experience with minimal clicks.



Business Account Onboarding

The solution streamlines the onboarding process, making it transparent, safe, and speedy while adhering to industry regulations.



Account Maintenance

The solution automates tasks and reduces processing time with intelligent workflows based on maintenance requests, and intuitive visibility and tracking.



Consumer Banking

Future-proof retail banking with Newgen's cutting-edge solutions, built on an industry-recognized low-code digital transformation platform. Empower financial institutions to go to market faster, deliver a frictionless personalized experience across multiple channels, expedite approvals with straight-through processing, and make intelligent lending decisions.



Consumer Lending

The solution bridges the operational siloes and unifies your front and back offices. It automates various stages of the loan origination lifecycle, and leverages AI-driven underwriting for pre-screening and pre-approvals.



Financial Service Request Management

The solution simplifies the creation, management, tracking, and resolution of end-to-end service requests across multiple channels.



Loan Management

The solution automates the end-to-end loan lifecycle and seamlessly processes all transactional activities, including payment, rescheduling, tracking NPA accounts, and auto-calculating fees. It leverages AI and machine learning for advanced analytics and fraud detection.



Collections Management

Powered by AI/ML capabilities, the solution maximizes recovery, optimizes end-to-end collections, and improves decision-making regarding recovery strategies.



Commercial Banking

Banks constantly search for innovative ways to meet and exceed the expectations of their commercial customers. Newgen offers an array of commercial banking solutions to ensure compliance, security, and a superior customer experience. The banking solutions are tailored to the needs of commercial clients – big, medium, or small.



Commercial Lending

The solution offers automated workflow assignment for commercial lending across various loan types and manages the entire loan lifecycle securely and efficiently. It also includes **Commercial Real Estate (CRE)** and **Commercial and Industrial (C&I)** lending, further enhancing the entire lending lifecycle from lead generation and loan origination to onboarding and disbursement.



Section 1071

A configurable solution for Section 1071, including digital and in-branch demographic detail collection, data firewalling, and 1071 report generation.



Small Business Lending

The solution streamlines the entire process for various small business loan types, covering everything from prospecting and origination to underwriting, disbursement, and servicing.



Transactional Banking

Newgen's dedicated transaction banking solutions can easily plug into an existing ecosystem to create a unified platform with seamless integrations. Built on a low-code digital transformation platform, the solutions bring agility, transparency, security, and automation to boost trade finance and supply chain finance functions.



Trade Finance

The platform automates trade finance processing, including export and import-related documentation, negotiation, quotation, and remittances, and enables document management capabilities.



Supply Chain Finance

The solution leverages a sophisticated and intuitive interface to automate tracking, messaging, and onboarding through simple workflows.

NewgenONE LumYn: The GenAI-enabled Growth Intelligence Platform for Banks

Intelligent Deposits Growth Engine

Drive financial growth with GenAI and data science-based insights into the bank's portfolio. This platform allows an interactive session with data to gain insights on cross-selling, growth strategies, etc.

Automated Document Classification

Intelligent document classification to streamline the processing of incoming documents and categorize them accurately and efficiently.

AI-based Data Extraction

AI-based data extraction leverages AI/ML to accurately extract relevant information from diverse documents such as financial statements, tax returns, etc.

Automated Spreading

The smart spreading feature simplifies and speeds up the process of financial statement analysis by automatically extracting and organizing key financial data to enhance underwriting and decision-making.

Intelligent Cross-selling

Identify and recommend additional products or services tailored to individual customer profiles with AI-driven cross-selling.

Loan Portfolio Monitoring

Gain real-time insights into the performance and risk levels of the bank's loan portfolio using AI-based models on defaults, loan health, financial trends, etc.

Loan Curing

AI-driven curing leverages historical data to devise strategies to address and rectify delinquent or problematic loans effectively.

Collections Insights

The AI tool allows historical analysis of collections and generates insights on self-curing loans, follow-up strategies, probability of payments, etc. to enhance the overall recovery rate.

Why Newgen?

By partnering with Newgen, you can achieve a faster go-to-market, stay on top of regulations, and deliver a digital-first customer experience, all while establishing your financial institution as a dependable and dynamic bank.

30+ Years of Domain Expertise

A proven track record of success in the banking industry helps Newgen understand the unique challenges and requirements of banks.

Anytime, Anywhere Platform

A unified platform for all banking needs eliminates data siloes and streamlines operations.

Low-code Advantage

Banks can meet evolving needs with rapid development and customization capabilities. Our industry-recognized low-code platform boosts ROI by nearly 150%.

Focus on Innovation

A commitment to continuous innovation can help banks stay ahead of the curve.

Future-resilient solutions

The ability to handle increasing transaction volumes and customer base seamlessly makes banks future-ready.



Best-in-class Impact for Global Banks

Reduction in Abandonment Rate: **60%**

Drop in Customer Acquisition Cost: **40%**

Customer Lifetime Value: **\$1 Million+ every year**

Boost in Customer Satisfaction: **20%**

Application Submission Time (Deposits): **Under 5 minutes**

Faster Onboarding: **40%**

Roll Out New Products: **Under 15 minutes**

Rise in Employee Efficiency: **Up to 300%**

Accelerated Loan Disbursement: **45%**

Increase in Straight-through Processing: **50%**

Reduction in Audit Time/Cost: **75%**

First-time-right Resolution: **50%**

Increase in Loan Interest Income: **2%**

Drop in Operational Cost: **50%**

Higher Process Visibility: **75%**

About Newgen

Newgen is the leading provider of AI enabled 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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