



NewgenONE Case Management

Enhancing Efficiency and Improving Agility in Case Handling

Overview

Government agencies today face unique challenges in delivering efficient and transparent services. These agencies manage both predictable (routine) tasks that can be easily automated and unpredictable tasks that demand quick decision-making. Relying on traditional systems frequently results in slowdowns and inefficiencies. The intricacies of overseeing social welfare programs, ensuring compliance adherence, and managing citizen interactions mandate a solution that's both flexible and robust. There's a need for a solution that can enable real-time responses and contextual interactions without sacrificing the human element.

NewgenONE Case Management solution addresses this gap. The comprehensive solution enables case managers to effortlessly manage excepted and unexpected cases. The right set of tools enables government organizations to navigate dynamic processes. With the right mix of automation and human intervention, the solution enables users to efficiently handle emergent scenarios, including legal cases, fraud investigations, citizen service requests, regulatory compliance, and more.

What Hinders Day-to-day Operations for Case Workers?



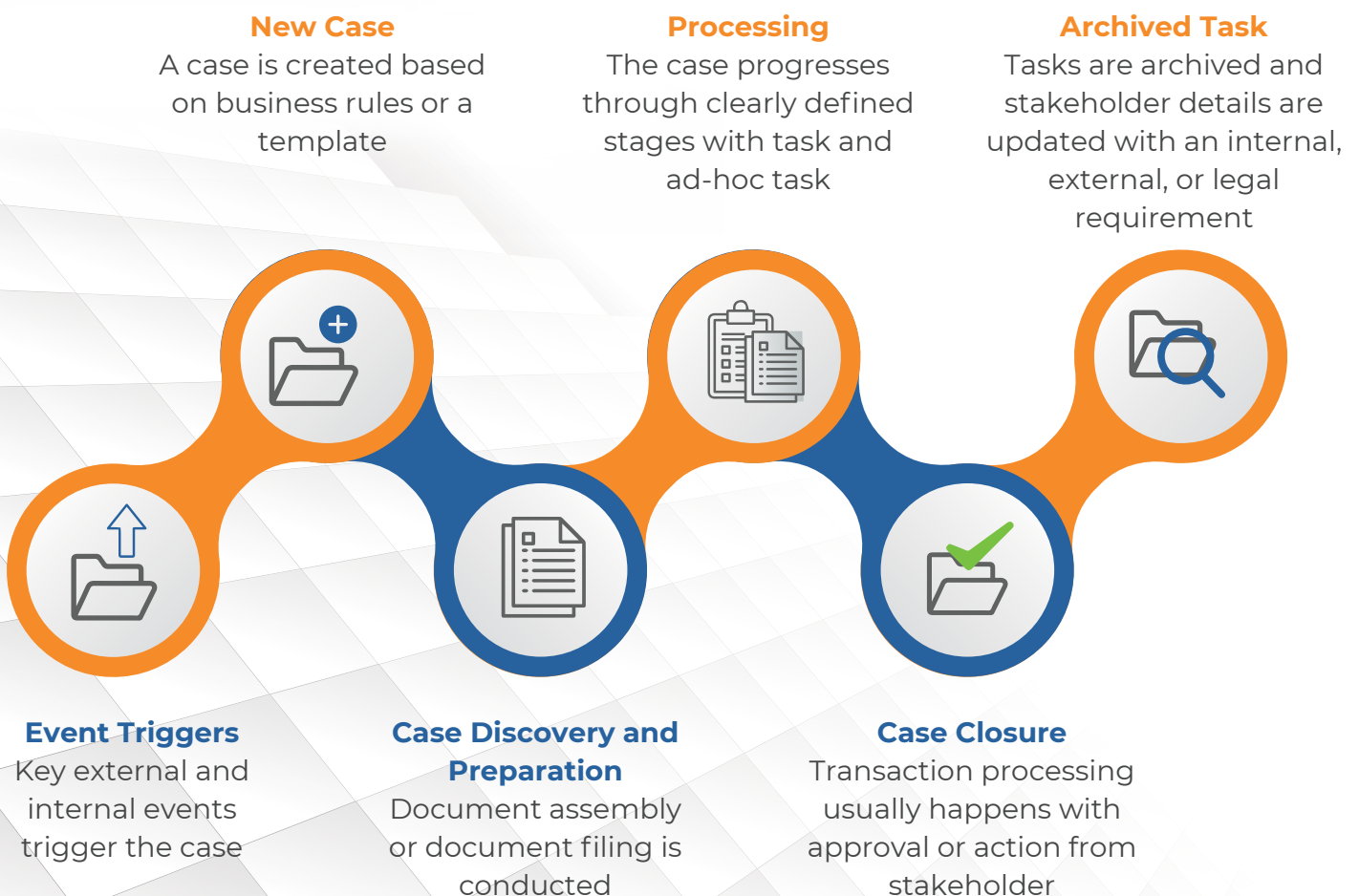
Embrace a Streamlined Approach to Managing Cases with Newgen's Solution

Newgen's Case Management Solution, built on a low-code platform, streamlines the end-to-end case management process and allows users to smoothly manage a wide range of scenarios across industries, catering to both predictable and unpredictable case needs.

The solution is integrated with cutting-edge capabilities, such as artificial intelligence and machine learning (AI/ML), and robotic process

automation. These capabilities help manage case-related information, documents, and communications—all in one place. Furthermore, the solution optimizes complex processes, enhances data-driven decision-making, and ensures seamless integration across business functions. From customer escalations to process exemptions, loan application processing, and claims management, the solution makes everything simpler, thereby driving operational excellence.

Typical Lifecycle for Case Management Applications



Core Highlights of the Solution



GenAI: Leverage NewgenONE Marvin—GenAI capability—empowers case workers to:

- ▶ Summarize extensive documents and case data quickly
- ▶ Get instant answers to case-related queries
- ▶ Recommend actions or tasks based on contextual insights



Template-based Document Generation: Generate template-based documents spanning from certificates and decision letters to memorandums in multiple languages



Comprehensive Report Generation: Enable seamless team collaboration to produce comprehensive reports using static, dynamic, and run-time data



Content Management: Empower teams to analyze large volumes of documents and extensive datasets efficiently with features, including comparison, notes, and annotation capabilities



Ad-hoc Task Management: Initiate and assign ad-hoc tasks promptly with predefined parameters



Offline Connectivity: Access documents and input data on surveys or questionnaires even when offline, ensuring uninterrupted workflows



Case Linkage: Visualize linkages, and identify patterns, insights, and associations between cases, sub-cases, and stakeholders within the system



Integrated Single Calendar: Consolidate all events from the case management solution and email calendar onto a single calendar



Case Types and Use Cases

Investigative Case Management

Involves overseeing investigations that require gathering information, analyzing data, and drawing conclusions.

Examples



- ▶ **Law Enforcement:** Managing criminal investigations, tracking evidence, and reporting cases
- ▶ **Fraud Investigation:** Conducting inquiries regarding fraudulent activities, such as including financial and insurance fraud

Legal Case Management

Focuses on managing legal cases, including litigation, compliance, and contract management.

Examples



- ▶ **Litigation Management:** Tracking court dates, managing case files, and coordinating legal teams
- ▶ **Compliance Management:** Ensuring adherence to legal and regulatory requirements, managing audits, and reporting

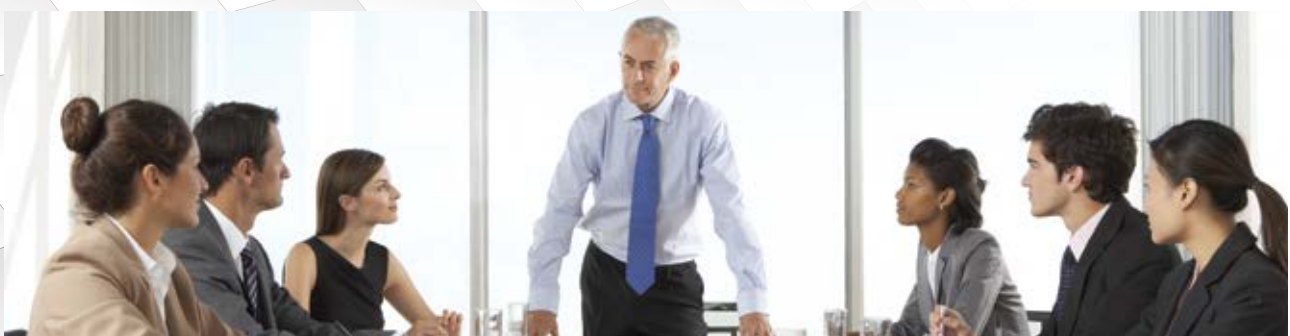
Financial Case Management

Emphasizes on managing financial transactions, customer accounts, and compliance with financial regulations.

Examples



- ▶ **Public Fund Allocation:** Managing the distribution and oversight of government funds
- ▶ **Budget Management:** Planning, tracking, and auditing government budgets



Case Types and Use Cases

Service Request Management

Handles diverse citizen service requests that require specific actions.

How Does it Work?

Examples



- ▶ **Social Welfare Applications:** Handling requests for benefits like healthcare, education, and utilities
- ▶ **Permit Processing:** Managing the issuance of different permits, including those for building, parking, and environmental purposes
- ▶ **Public Service Access Requests:** Addressing requests for public services, including healthcare, education, and utilities
- ▶ **Infrastructure Maintenance Requests:** Handling requests for the maintenance of public infrastructure, such as roads, parks, and buildings

Incident Management

Addresses incidents that can create operational, citizen-related, or statutory issues for an organization.

Examples



- ▶ **Public Grievances:** Managing and resolving complaints from citizens
- ▶ **Policy Violations:** Addressing and rectifying breaches of government policies
- ▶ **Emergency Response Coordination:** Handling incidents related to natural disasters, public safety threats, and other emergencies
- ▶ **IT System Failures:** Managing incidents involving failures of government IT systems that impact service delivery

Governance, Risk, and Compliance

Handles cases to remain compliant with laws, policies, and procedures. Measure compliance of case handling.

Examples



- ▶ **Grants/Schemes Management:** Systematically administering, overseeing, and evaluating funding programs
- ▶ **Complaint Management:** Handling and resolving citizen complaints in an effective manner

Business Benefits



Visual case representation and clear understanding of case details



Better adherence to regulatory mandates



Improved efficiency in reporting and managing tasks



Enhanced data-driven decision making



Better accuracy with a reduction in data inconsistencies



Enhanced document processing in multiple languages



Seamless integration and better collaboration



Higher workforce productivity



Increased visibility and transparency across processes



Our Proven Excellence

A Leading Government Intelligence Agency Prevents Suspicious and Fraudulent Financial Transactions with Newgen

The government intelligence agency faced significant challenges in transaction monitoring and systematic case analysis, managing over 100,000 case investigations. Implementing Newgen's Case Management Solution, the customer was able to achieve complete automation across its financial processes, ensure 100% compliance adherence, and save 4000 work hours.

[Click Here](#) to Read the Case Study

A Legal Society of a Southeast Asian Country Transforms its Case Management Processes with Newgen

Our customer, providing legal representation to those unable to afford it, wanted to automate its entire application process to eliminate redundancies and ensure accuracy. The legal organization deployed Newgen's Case Management Solution. The implementation resulted in a 70% increase in employee tracking, an 80% improvement in regulatory compliance, and fast-tracked legal representation.

[Click Here](#) to Read the Case Study



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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