



NewgenONE Records Management System

Instilling Digital Trust in the Age of AI



Overview

Ensuring top-tier security for organizational records is a must today. Staying compliant with stringent corporate information security standards also plays a crucial role.

Newgen's Records Management System, built on the NewgenONE low-code platform, addresses this need and offers strong security capabilities to ensure global compliance.



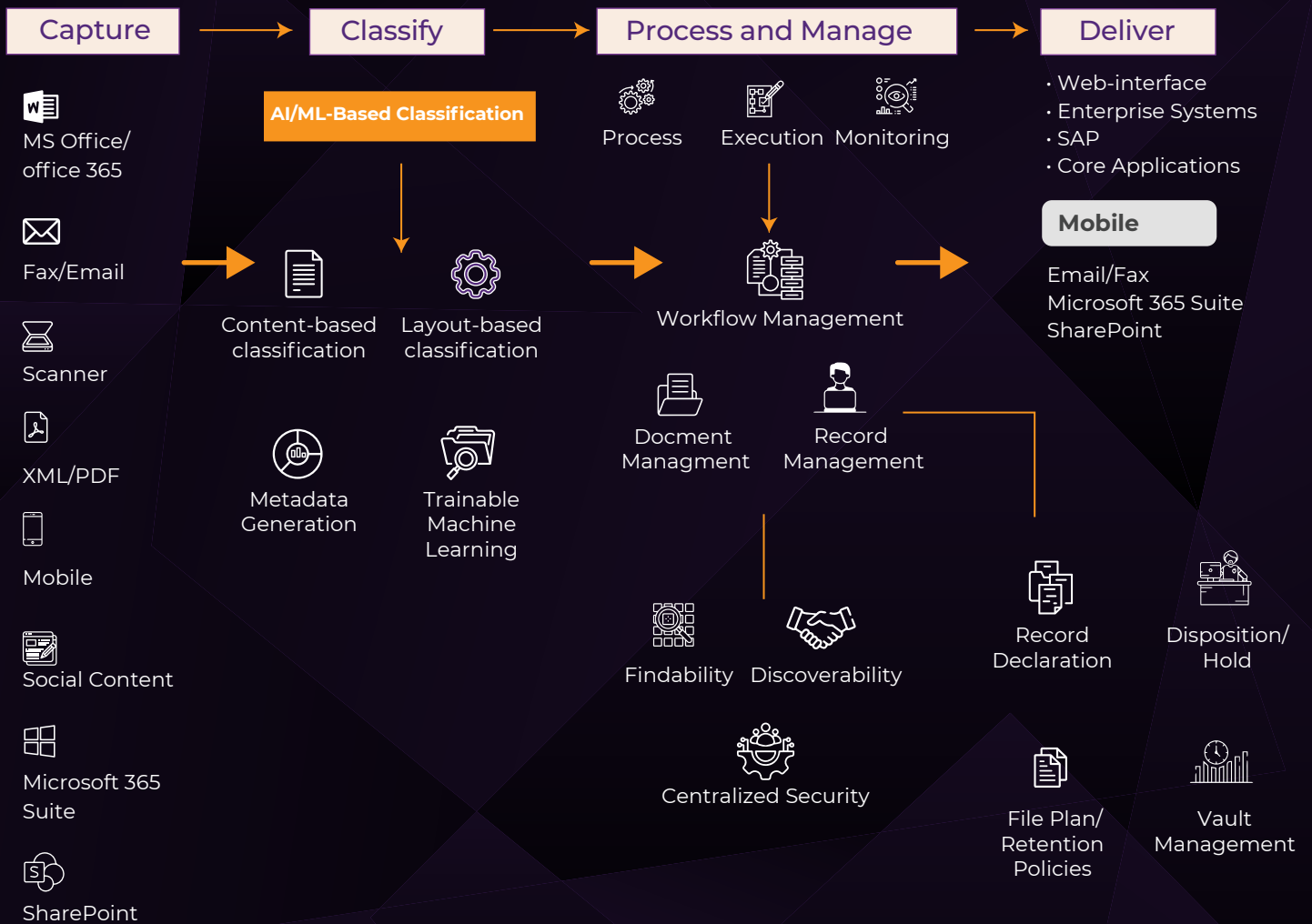
Define and Enforce Records Classification, Retention, and Disposition Policies

Streamline end-to-end records management—from creation to disposal. Leverage the in-place records management capability that serves as a secure repository, simplifying the process by acquiring and organizing records in a structured file plan. Enhance accountability for both physical and electronic records, ensuring authenticity, reliability, and integrity. Meet the latest global compliance standards, such as DoD 5015.02, VERS, ISO 16175 1 & 2, ISO 15489, IM4L, IM8, BagIt, NRAA Oman.

Furthermore, the solution helps stay compliant with over 20 Australian regulations for New South Wales, Victoria, Queensland, and other states. Use the low-code framework of the solution and GenAI capabilities to auto-classify, process, retrieve records and perform various other functions efficiently. Extend full control to the administrators over both physical and electronic records. Furthermore, create tailored rules for tracking record movements among users, along with the guidelines for archival and ultimate disposition.



NewgenONE Records Management System



Core Capabilities

Record Acquisition, Movement, Retention, Workflow Management, and Disposition

- Define filing taxonomy, record retention, and disposition policies according to regulatory requirements
- Disable modifications by marking documents as records to maintain integrity
- Automate file management workflows, including class, sub-class, file creation, record deletion, and access rights management, with a multi-level review process for thorough oversight and compliance at each stage
- Implement cut-off rules to keep records active for a predefined period



• Global and National Record Compliance Adherence •

Newgen's Solution help meet various regulatory compliance mandates and certifications, including:



- » U.S. Department of Defense 5015.2 Standard for baseline requirements and classified records
- » BagIt , IM4L, and IM8 Compliances of Singapore



- » National Records and Archives Authority (NRAA) of the Sultanate of Oman
- » Victorian Electronic Records Strategy (VERS), ISO Certifications and 20+ Australian regulations for New South Wales, Victoria, Queensland, etc.



Intuitive Dashboard

- ▶ Get a personalized, 360-degree view of all tasks and records
- ▶ Create or customize predefined dashboards for different personas
- ▶ View pending tasks, such as 'my tasks,' 'pending disposition,' and 'vital management'
- ▶ Access saved searches, favorite-marked items, and recently viewed items

Support for Multiple Record Types

- ▶ Support physical, electronic, and hybrid records
- ▶ Handle various formats, including doc, ppt, xls, pdf, pdf/a, tiff, jpeg, MP4, FLV, and WAV
- ▶ Enable automatic archival of emails and attachments within the email application

Automated Record Management

- ▶ Enable multi-stage storage processing of records
- ▶ Define the movement of physical records between locations and the transfer of electronic records from one server to another
- ▶ Facilitate policy management through cut-off rollover, retention, storage, and file numbering policies

In-place Records Management

- ▶ Locate necessary information without relocating files
- ▶ Leverage robust integration capabilities with third-party systems, including Office 365 applications, Outlook, OneDrive, MS Teams, and SharePoint. Enable users to easily classify, tag, and manage records while ensuring a smooth collaboration



Tap the power of GenAI with NewgenONE Marvin

Automate document classification, indexing, and retrieval



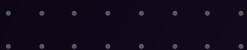
Utilize advanced natural language processing and machine learning (ML) algorithms to enhance overall accuracy in processing data



Analyze content and generates concise summaries, saving users' valuable time and bandwidth



Interact with documents through an intuitive interface, much like a chatbot, to ask questions and receive accurate, relevant answers.



Records Classification Scheme

- ▶ Classify and index records based on classes, files, and fileparts
- ▶ Map record location for easy accessibility
- ▶ Ensure information security through rights management and audit logs
- ▶ Facilitate bulk operations to create classes, files, and fileparts using excel

Borrowing and Returning Physical Records

- ▶ Set up a pre-defined sequence and enable users to request records from the administrator or borrow them directly from the current borrower
- ▶ Send automatic email reminders to borrowers, notifying them in case of an overdue item, ensuring timely follow-up and accountability

Legal Hold

- ▶ Enable multiple users to simultaneously suspend a single filepart or record to accommodate multiple legal holds
- ▶ Disable the destruction process until all holds are released to preserve relevant information



Consignment Tracking

- ▶ Attach barcodes to physical files stored in different boxes
- ▶ Monitor the movement of documents among users or different locations
- ▶ Generate and track transfer notes for sending documents to a central location
- ▶ Accept or reject documents attached with the transfer notes



Email Archival

- ▶ Facilitate easy access and archival of emails in a secure, centralized repository for faster retrieval
- ▶ Monitor both internal and external email content to maintain security and compliance
- ▶ Integrate with MS Outlook to automate archival processes based on the predefined rules
- ▶ Enable email backup and disaster recovery to ensure data resilience
- ▶ Ensure adherence with email retention policies to manage litigation and legal discovery

Vital Records Management

- ▶ Enable business continuity in the event of disasters or other unforeseen circumstances via effective planning and preparation
- ▶ Identify and manage records that are critical to business operations while ensuring their availability and accessibility when needed
- ▶ Review vital records periodically through system-generated alerts





Comprehensive Reports

- ▶ Generate administrative reports to monitor user activity, system usage, and system configuration
- ▶ Generate transfer activity reports to document the movement of records or files within the organization, ensuring compliance with policies
- ▶ Generate accession reports to gather information on records due for disposition and transferred to the National Archives and Records Administration for permanent preservation and public access

Robust Integration for Extended Records Management

- ▶ Facilitate both automatic and manual records filing through a ready-made connector for MS SharePoint
- ▶ Archive records and content from MS Office applications, such as Outlook, Word, Excel, and PPT
- ▶ Manage records based on organizational policy by converting documents into records
- ▶ Extend or customize the behavior of standard XML-based APIs to meet specific requirements





Enterprise-wide Security

- ▶ Ensure SSO support for LDAP-based authentication to streamline user access management
- ▶ Access rights on file plans, records, return requests, and overdue items, as well as administrative functions, including the ability to generate reports and define rules
- ▶ Enable digital signatures and PKI encryption to enhance document security and integrity
- ▶ Extend support for maker checker in class creation to ensure accountability and validation
- ▶ Safeguard sensitive information by implementing security classifications, such as top secret, secret, and confidential
- ▶ Enable marking management to enhance security measures



Easy Search and Retrieval

- ▶ Configure various searches which can be assigned to different users or user groups for personalized access
- ▶ Enable search based on record name, author, date, barcodes, borrower, transfer number, or other user-defined meta-data attributes
- ▶ Perform a full-text search on the entire content to ensure thorough retrieval of relevant information
- ▶ Perform box search to search according to box properties
- ▶ Access frequently used operations easily, including assign to file plan, search record, view record, view properties, and request record
- ▶ Access records and files with the help of the associated metadata, ensuring organized and structured data retrieval





- compliance, including data masking, password protection, digital signatures, and watermarks. Ensure adherence with HIPAA and PCI-DSS standards, protecting sensitive information from cyber threats and data breaches

- ## Migration from Legacy Records Management Systems

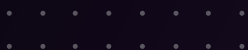
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- A person in a dark suit is shown from the chest up, holding a large, glowing, translucent blue cloud icon. Inside the cloud, there are white arrows pointing up and down, and a horizontal line with a central light source. The background is dark blue with floating blue cubes and glowing particles, suggesting a digital or cloud environment.





Advanced Technology Stack

- ▶ Ensure scalable cloud deployments on leading cloud platforms, including AWS, Azure, and Google Cloud
- ▶ Integrate seamlessly with business applications, legacy systems, cloud-based solutions, ERPs, CRMs, and other applications through REST and SOAP webservice, pre-built connectors, and custom APIs
- ▶ Configure and run continuous integration and deployment to accelerate the DevOps lifecycle by streamlining application development with updates and fixes using comprehensive tools and a user-friendly pipeline designer for real-time monitoring
- ▶ Ensure seamless integration with industry-leading identity access management tools and protocols, including single sign-on, OAuth2.0, OpenID, LDAP, SAML, and MS Active Directory. Provide robust security with two-factor and multi-factor authentication, including one-time-password, security question, and CAPTCHA





Extended Capabilities

Streamline Records Management with NewgenONE Low-code Platform

- ▶ Transform enterprise records management with NewgenONE, integrating process automation and AI-driven intelligence to manage document-centric processes from content origination to final archival while seamlessly interfacing with enterprise systems.
- ▶ Create responsive web applications using easy point-and-click configuration options, ensuring efficient access to and management of records across different processes and departments
- ▶ Model processes with a user-friendly, web-based drag-and-drop process designer, streamlining the creation and modification of content-centric workflows
- ▶ Facilitate real-time collaboration for process designing, simulation, and related activities, enhancing accuracy and consistency through collaborative input
- ▶ Design and manage processes from semi-structured to completely dynamic, with exceptional support for run-time exception handling, enabling highly flexible and responsive document management within processes
- ▶ Monitor activities with personalized dashboards, drill down for root cause analysis, and make informed decisions based on historical trends, optimizing records management through comprehensive oversight and analysis





Record Management for Structured Data

In government institutions, managing historical data stored in legacy databases, applications, and old table structures is crucial for decision-making, risk management, and regulatory compliance. Sunsetting these legacy applications becomes a challenge, making the seamless archival of these records mandatory to preserve data integrity and accessibility.

- ▶ Integrate data seamlessly; connect with various database sources—MS SQL, Oracle, and PostgreSQL—using a built-in plugin for easy data accessibility
- ▶ Eliminate the hassle of managing multiple data sources separately and streamline archival processes
- ▶ Use an intuitive interface with a user-friendly drag-and-drop functionality for effortless dataset mapping and policy template designing
- ▶ Simplify complex processes, boost workforce productivity, and minimize the learning curve for users
- ▶ Automate tasks to create and configure archival jobs to RMS, specifying fields and customer details
- ▶ Centralize administration with an admin workspace for scheduling, batch execution, and output monitoring. Provide oversight and control over archival activities, ensuring adherence to governance protocols and regulatory compliance



Business Benefits



Higher Workforce Productivity: Enable records managers to align their bandwidth in performing value-added tasks and witness a remarkable surge in overall workforce productivity

Better Compliance Adherence: Manage policies in a seamless manner for records retention and disposition while ensuring compliance adherence with industry regulations and minimizing legal risks and penalties



Better Decision-making: Access system-generated reports to gain detailed insights, empowering records managers to make strategic decisions while driving business growth. Furthermore, leverage AI/ML algorithms to extract meaningful data patterns, enabling smarter decision-making

Cost Savings: Save substantial cost by reducing physical storage requirements through streamlined records management



Improved Data Security: Ensure data integrity and confidentiality through access controls, encryption, and audit trails, while safeguarding against cyber threats and breaches

Improved Agility: Adapt swiftly to the changing business needs and scale effortlessly as your organization grows. Ensure seamless integration with existing systems, future-proofing day-to-day operations



Our Proven Excellence Success Story

A Singapore-based Government Polytechnic Institution Streamlines Records Management with Newgen

Overview

Our customer is a post-secondary education institution under the Ministry of Education, Singapore. The institution wanted to streamline its records management process as it was incurring high costs while managing documents.

Solution Deployed – Records Management System

- ▶ Empowered 1,300+ users
- ▶ Content migration from HP Trim to Newgen's Records Management System

Business Benefits

- ▶ Anytime, anywhere access to records
- ▶ Reduced turnaround time for processing records
- ▶ Better adherence to regulatory compliances
- ▶ Enhanced productivity using a unified platform for handling policies

[Click Here](#)

to read the complete case study



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.

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