# An Effective ECM & BPM Platform for Public Sector

## Introduction

Globally Public Sector organizations are the most content intensive organizations and it demand different types of tools to manage the huge amount of information to accomplish each department's mission and objectives. This pressure forcing Public Sector Organizations at all level to rethink how technology can be used to reduce process and infrastructure costs, operate more efficiently and provide better services to the Citizens and Business Organizations.

Newgen's Enterprise Content Management (ECM) & Business process management (BPM) is a holistic management approach focused on aligning all aspects of the Public Sector Organizations. It promotes business effectiveness and efficiency while striving for innovation, flexibility, and integration with technology. ECM & BPM attempts to improve processes continuously. It can therefore be described as a process optimization process.

## Why ECM & BPM is important for Public Sector Organizations?

Nowadays the Public Sector Organizations are facing the challenges in terms that how to capture, retrieve and access the organizational information in secured environment. Moreover the Public sector Organization faces unprecedented scrutiny and demands for operational effectiveness and improved performance at every level. In order for public sector organization to ride out the competition, it must learn to compete in both the local and international levels while adhering to regulatory compliances defined. ECM & BPM improves productivity and shortens cycle times for innovation within the organization.

For Public sector organizations this can mean saving money and improving services to citizens and business organizations by making it easier to interact within departments and across agencies with a good ECM & BPM framework.

## Innovation driving Excellence

The Enterprise Content Management (ECM) solution with integrated Business Process Management (BPM) capabilities, departments can optimize their processes and lower handling costs.

## Following are some of the automation areas in Public sector organizations:

- Accounts Payable/Receivable
- Contract Management
- Incident Management

- Quality & Audit Management
- Vendor Management
- Correspondence/File Management

- Committee & Meeting Management
- Case Management (Legal, Grants, Grievance)

## Benefits

- Leverage real time access to information to realize commercial & strategic advantages
- Long-term centralized archival of documents related department

- Preventing the loss of valuable documents by enforcing Record Management Policies
- Improved Risk Management & increased Accountability
- Management of Audit &

Regulatory Compliance
- Interact with suppliers and contractors in an online, collaborative environment
- Reduced Total Cost of Ownership

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