



Future-proof Banking Ecosystem with Newgen's AI-powered Solutions

*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 platform enables financial institutions to bridge the enterprise-wide gap, flexibly 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 journey resulting in abandonment rates



Rapidly evolving business needs, competitive landscape, and customer behavior



Duplication of data entry across multiple systems



Complex risk calculations



Difficulty adapting quickly to regulatory changes



Lack of real-time data and analytics on customer journeys



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 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.



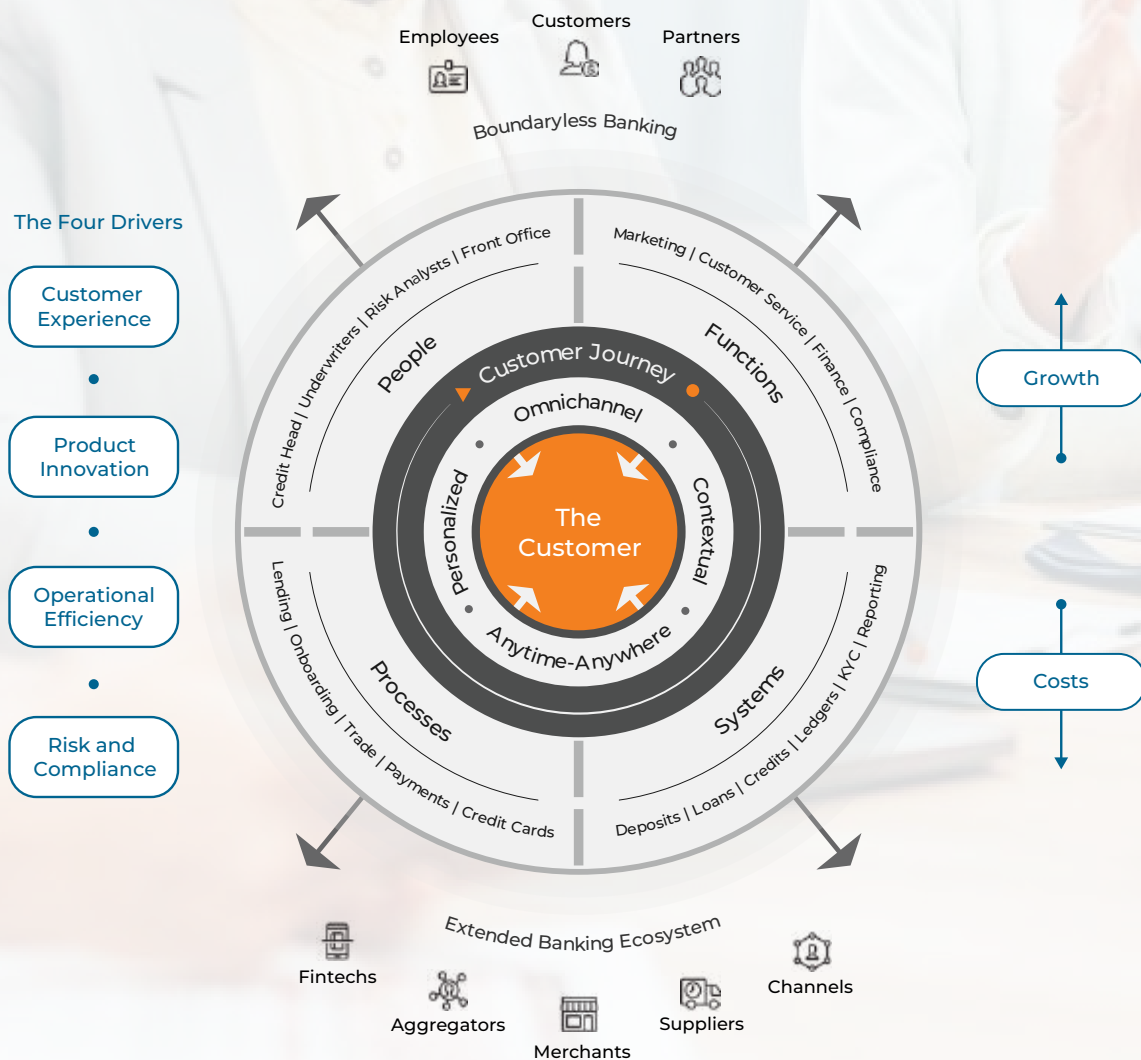
The innovative strategy aims to remove barriers and allow all stakeholders (employees, customers, partners) to work together seamlessly, creating a more robust and unified financial institution.

Changes 'Digital-first Banking' Can Bring About

- Customers, employees, and partners interact anytime, anywhere, via every channel
- Simplified end-to-end customer journey
- Nimble operations with flexibility to adapt to competitive landscape
- Continuous innovation guaranteed
- 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



Dive Deeper into 3 D's 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 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 GenAI, the comprehensive platform simplifies complexity 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
- Group Onboarding



Retail Banking

- Consumer Lending/Retail Loan Origination
- Loan Management
- Collections Management
- Financial Service Request Management
- Wealth Management
- Non-Banking Financial Companies



Commercial Banking

- Commercial Lending/Loan Origination
- Small and Medium Enterprises Lending
- Agri Lending
- Small Business Lending



Transactional Banking

- Trade Finance
- Supply Chain Finance
- Compliance & Reporting
- Payments Hub



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 AI-enabled solution minimizes abandonment rate, accelerates customer acquisition, optimizes costs, and delivers superior customer experience.



Branch Account Opening

The solution ensures quick decisions and minimum manual data entry and offers 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.



Group Onboarding

Supported by AI, the solution maximizes efficiency and lowers turnaround time while ensuring compliance.



Retail Banking

Future-proof retail banking with Newgen's GenAI-powered 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/Retail Loan Origination

The AI-powered 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.



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.



Financial Service Request Management

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



Wealth Management

The solution strengthens wealth management processes, including onboarding, credit origination, contract generation, and reporting.



Non-Banking Financial Companies

The cloud-based loan lifecycle management, built on a low-code platform, enables NBCFs to automate and contextualize their end-to-end lending processes.



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. Driven by AI, the banking solutions are tailored to the needs of commercial clients – big, medium, or small.



Commercial Lending/Loan Origination

The AI-supported solution offers automated workflow assignment for commercial lending across various loan types, and manages the entire loan lifecycle securely and efficiently.



Agri Lending

The solution processes agricultural loan requests by automating the entire loan lifecycle.



Small Business Lending

The cloud-based solution offers scalability, reduces infrastructure expenses, and a faster return on investment while ensuring "first-time-right" processing that cuts costs and maintains.



Transactional Banking

Newgen's dedicated solutions for transaction banking 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 intelligence-enhanced solution leverages a sophisticated and intuitive interface to automate tracking, messaging, and onboarding through simple workflows.



Payments Hub

The hub bridges the siloes between different payment systems with agility, configurability, and faster time-to-market, captures images, and processes cheques.



Compliance & Reporting

The solution ensures compliance with various regulatory and internal requirements, increasing visibility and guaranteeing data security.



Why Newgen?

By partnering with Newgen, you can achieve a faster go-to-market, stay on top of regulations, and deliver a superior 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.

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

Abandonment Rates Dropped: **From 80% to 15%**

Faster Loan disbursement: **45%**

Customer Acquisition Cost Plunged: **30% to 40%**

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

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

Audit Rime/Cost Reduced: **75%**

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

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

Roll Out New Products: **Under 5 minutes**

Loan Interest Income Up: **1% to 2%**

Efficiency/Employee Capacity: **Up to 300%**

Operational Cost Drop: **50%**

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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