



Enterprise Mobility Framework

Digital is changing the face of businesses. The need of the hour for organizations is to have a boundaryless workplace and make business happen anywhere, anytime. Smart process apps, with the combined power of low code and mobility, help organizations, like yours, move beyond traditional mobile apps or transactional processes to become more collaborative and customer-centric.



Newgen's Enterprise Mobility Framework

The framework allows you to develop, deploy, and manage highly configurable hybrid mobile applications, supporting different platforms. The service-oriented architecture of the framework helps you ensure improved information flow and minimized deployment dependencies. It breaks silos, integrates mobile processes with backend systems, and offers a collaborative mobile environment. You can cater to the evolving business requirements while ensuring high scalability and extensibility. Furthermore, your field agents can offer services remotely and at your customers' doorstep, minimizing the process cycle times.

Core Features

Advanced Data Capture

Enable field agents to capture customers' data in a hassle-free manner

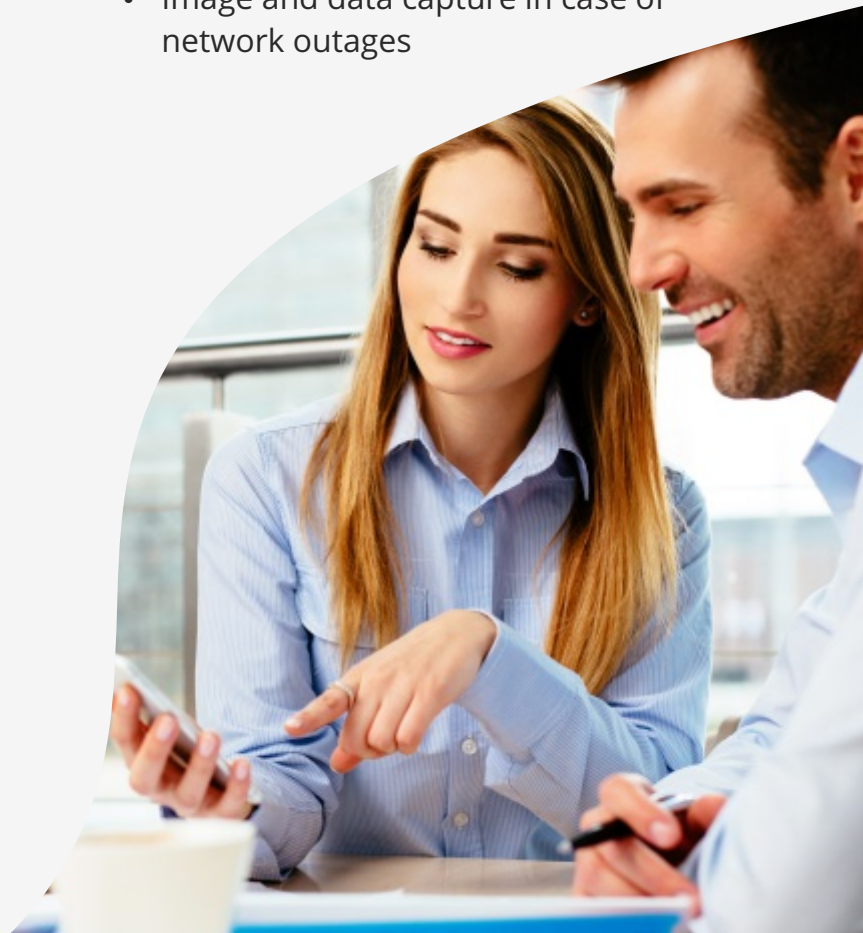
- Elimination of redundant data entries
- Image- and zone-based optical character recognition (OCR) to fill out forms faster
- OCR extraction in online and offline environments from various document images, such as driver's license, utility bill, passport, national ID-card, PAN card, Aadhaar card, and others
- Machine readable zone/barcode/quick response code extraction

Document Processing

Improve the quality of single or multiple page documents in real time with automatic detection and correction of image distortions

- Auto-correct document orientation
- Color and grayscale imaging
- Automatic background noise removal
- Skew correction
- Modification of captured images with imaging application programming interfaces

- Document viewer supporting different formats, including JPEG, TIFF, and PDF
- Captured documents can be saved, concatenated, and uploaded in PDF format
- Multiple actions for document capture with image editing and enhancement
- Easy exchange of files with reduced image sizes
- Image and data capture in case of network outages



Enterprise-grade Security

Ensure apps are built and deployed in accordance with the security and management policies of your enterprise

- Open web application security project (OWASP) compliance
- Data and document encryption
- Safe access with two-factor authentication
- Secure device data management and transmission of data through HTTPS protocols
- Prevention of global positioning system (GPS) spoofing
- Adherence with payment card industry data security standard (PCIDSS) compliance
- Code obfuscation and encryption
- Biometric login and authentication support
- Secure device communication through SSL protocol

Device Administration and Notification Management

Manage, monitor, and secure workforce mobile devices that are deployed across your organization, while simultaneously protecting the corporate network

- Intuitive dashboard to track end-to-end case transactions over the server
- Device with real-time access to information, related to active users and cases
- Management of user interface elements, such as look and feel and batch size, without any code alterations
- “Change password” support
- Firebase cloud messaging support for push notifications via the administrative interface
- Management of app versions
- Device license management to manage and control device licenses through admin console UI
- Notification management



Integration Framework and Adaptors

Integrate mobile applications seamlessly with backend systems

- Out-of-the-box adaptors for Newgen's OmniDocs Contextual Content Services, SAP, and other standard systems
- Intuitive interface to create hybrid applications, supported by Android/iOS/Windows
- Integration APIs executed through configurable REST API calls

Pre-built Application Templates

Reduce the overall development timeframe, accelerate customers' go-to-market strategy, and enhance user experience by embedding smart features into mobile applications

- Rapid application development
- Advanced form layouts with a comprehensive navigational view
- Touch ID support for faster and safer device authentication
- File explorer to browse through different files and documents on the user device
- Multiple pre-built application UI templates for different use cases

Web Application Support

Meet the evolving expectations of customers by keeping the native application experience alive with web applications

- Adaptable to weak internet connections
- Platform- and device-agnostic
- No app store required

PDF Manager

Generate and view PDF templates for each business use case to enhance document processing capabilities

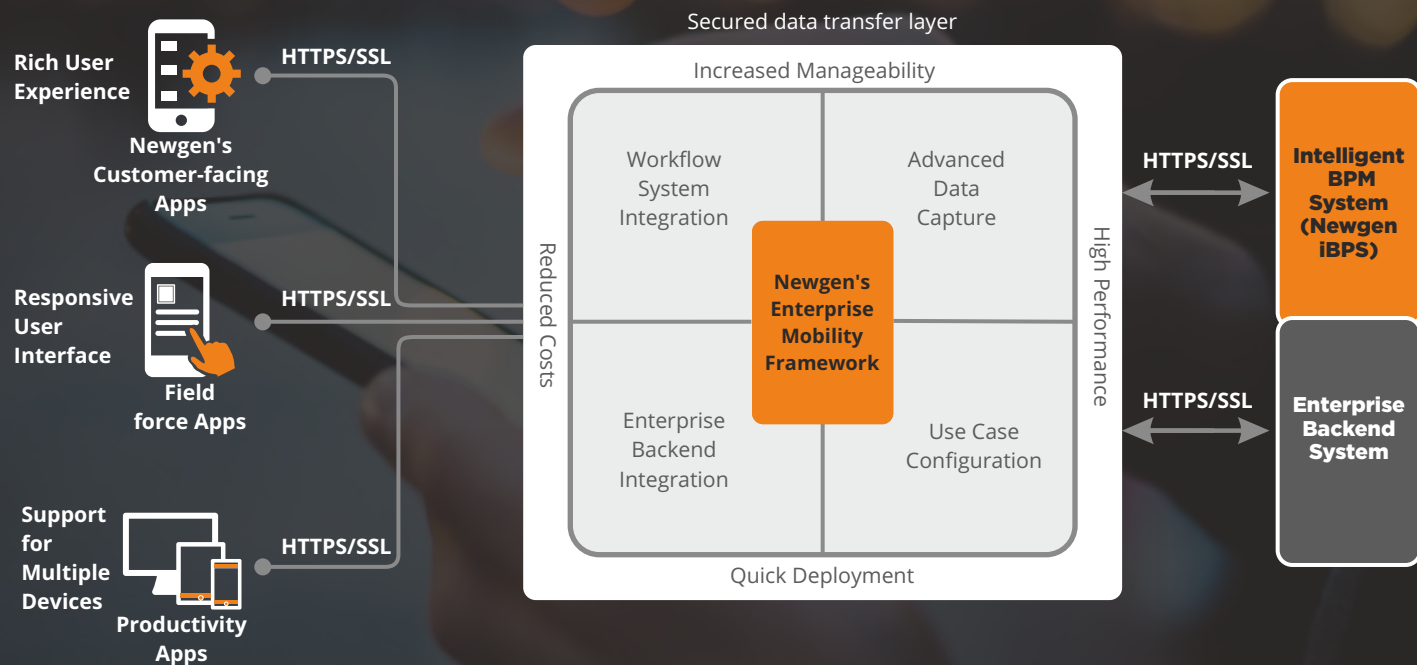
- Automated, document-centric processes
- Approved application forms and reports, based on predefined rules, which can be easily shared with customers
- Smooth capture and attachment of customers' images and signatures, based on compliance mandates

Advanced Offline Synchronization

Make data submission easier and faster with auto-background upload once the network connection is re-established

- App data synchronization across devices
- Offline data support for field executives
- Minimal network dependency
- Availability of the core features of an app in offline mode





Newgen's Enterprise Mobility Framework

Industry-specific Smart Applications, Built on Newgen's Enterprise Mobility Framework

Newgen offers a wide variety of industry-specific applications across different lines of businesses, including banking, insurance, shared services, and government.

Financial Services

- **Customer onboarding** to bring financial services to the customer's doorstep and initiate branchless, paperless onboarding. Furthermore, initiate eKYC processing for account opening, retail loan origination, credit card issuance, and other onboarding processes
- **Collections process** to collect, exchange, and process information on-the-fly. Agents can access delinquency lists, identify fraudulent cases, and fill payment details
- **Agency banking** to perform a host of bank operations on-the-go, even in remote regions. These operations include, financial calculators, opening fixed and recurring deposits, transferring funds, and more
- **Self-account opening** for customers to open accounts and perform various banking services using a simple and user-friendly mobile interface
- **Customer self-service** for customers to file claims and update information and any corresponding documents on mobile, without visiting a branch

Healthcare

- Online appointment option for patients to schedule appointments from smartphones
- Easy collaboration between doctors and hospital staff to coordinate with patients. Furthermore, improved communication between two or more departments via a mobile application
- A dedicated app for efficient management of emergency cases by hospitals and healthcare providers. Furthermore, notify doctors in case of emergency cases and share necessary information on the doctor's/physician's mobile device, thereby saving time, and helping them prepare for an emergency. A custom mobile app can also enable doctors or healthcare providers to expedite the documentation and treatment procedure

Insurance

- New business to enable field sales staff to support new business initiatives, including customer need analysis, financial analysis, and financial requirements gathering
- Instant policy issuance for customer relationship managers to compare different policies and access related information, quotes, and new features, to reduce customer wait times
- Claims management for customers to file their claims and for agents to access complete details on their mobile devices, while capturing and uploading details to the CMS

Government

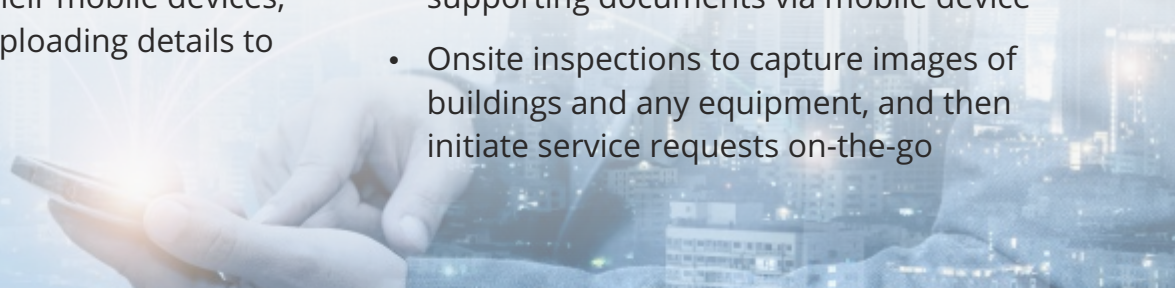
- Audit and inspection for officials to monitor field activities in real time and update information to the central office for next-level document review
- eGov to capture and view DAK files on-the-go, add indexes, and pass the files on to the next user in line. Get status updates of files, notes, and file properties in real time
- Citizen-centric services for citizens to get uninterrupted access to services, including e-filing, certificate issuance, company registration, and tax administration

Logistics

- Proof of delivery to permit bills of lading documents to be collected from the customer's location and to avoid unnecessary delays
- Order delivery to inspect the physical state of items pre- and post-delivery of orders. Minimize delivery mismatch errors and eliminate the risk of loss through real-time inspections
- Purchase approval to raise purchase orders and requisitions from different locations and process digitally at a central location. Save time and avoid transferring physical files from one location to the other

Smart Apps for Other Verticals

- Employee request management to view, edit, and upload complete details anytime, anywhere. View tax details and submit supporting documents via mobile device
- Onsite inspections to capture images of buildings and any equipment, and then initiate service requests on-the-go



Business Benefits of Enterprise Mobility Framework

- **Better Decision Making** - Empower field agents with real-time information. Allow them to make better decisions on-the-fly
- **Enhanced User Experience** - Cater to the specific needs of business users and ensure a consistent, productive user experience
- **Secure Accessibility** - Gain anytime, anywhere access to critical processes while maintaining optimum levels of data security. Leverage secure protocol and encryption, thereby ensuring high security
- **Reduced Turnaround Time** - Witness faster service delivery. Enable field agents to enter data and documents in the system on-the-go
- **Reduced Operating Costs** - Manage operational costs associated with retrieval, transfer, and disposal of documents
- **Robust Integration** - Connect seamlessly with other third-party systems and products

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.

For more details, visit www.newgensoft.com

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