

Well begun is half done! You have already started your digital transformation journey with Newgen.

Did you know that irrespective of the nature and size of your business, and irrespective of Newgen products and industry-specific applications that you have been using, you have been leveraging our low code automation platform?

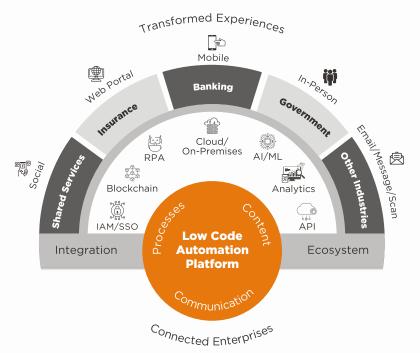
Our flagship products and applications in intelligent digital automation (BPM), contextual content services (ECM), and omnichannel customer engagement (CCM) are built on a low code platform that:

- √ manages your content, processes, and communication
- ✓ empowers your employees to easily develop applications, from automating small departmental functions to enterprisewide solutions
- ✓ eliminates the need, for you, to purchase independent solutions and lowers the total cost of ownership by saving integration and governance efforts

And above all, the platform that helps you leverage cutting-edge capabilities such as robotic process automation (RPA), digital sensing, mobility, analytics, and blockchain, which will help you remain current and competitive, today and tomorrow.

Customers' needs keep evolving and they expect continuous innovation. These new-age technologies help you address the dynamic needs of your customers, drive smarter results, transform customer experiences, and stay ahead of the curve.

Newgen's
Low Code
Automation Platform
for Digital Transformation



Mobility

Make business happen anytime, anywhere

Pervasive mobility could be a challenge. But not if you leverage a mobility framework that banishes disconnect of all kinds.

Newgen's enterprise mobility framework enables you to develop, deploy, and manage highly configurable hybrid mobile apps that support various business functions. It breaks silos, integrates mobile processes with back-end systems, and offers a collaborative mobile environment. Using the mobility framework, you can offer services at your customers' doorstep while minimizing the process cycle times by a significant margin. With smart apps, your field agents can expand into new service areas, conduct instant need analysis, educate potential customers and influence their decision making, while delivering superior customer experiences.

- ✓ Advanced data capture to initiate customer onboarding on the fly
- Quick document processing with automatic detection and correction of image distortions
- ✓ Enterprise-grade security to build and deploy applications
- ✓ Device administration to manage, monitor, and secure workforce mobile devices
- ✓ Integration framework and adaptors to integrate mobile apps with back-end systems





Digital Sensing

Understand the pulse of your customers. Be where your customers are

Your customers communicate with your organization via different channels. While mobile and social capabilities may help, they are not enough to operate in the right context. Your processes must be intelligent enough to reach out to your customers with contextual responses.

Newgen's digital sensing solution continuously listens to customers across channels, discovers context, and initiates appropriate processes to detect business opportunities and in turn make the most of the discovered opportunities. It combines omnichannel, analytics, business process management, and communication management capabilities directed to tap business moments and allows you to engage with your customers and prospects in context.

- Customer engagement; sentiment analysis, classification, linking communications accurately
- √ Backend process support
- ✓ Lead generation and campaign nurturing
- √ 360-degree process view with graphical charts, reports, and workload summary
- ✓ Instant alerts and notifications

Robotic Process Automation (RPA)

Set your knowledge workers free from the mundane

RPA is revolutionizing processes across industries. It speeds up routine processes and frees up your employees to deliver smarter results. It helps in reducing costs and eliminating human errors, thereby improving organizational efficiency.

Newgen's RPA suite comprises of process simulator, robotic agents, robotic control center, and business activity monitoring to identify, automate, test, and measure key activities across processes. The cognitive capability of bots, achieved via machine learning and artificial intelligence, enables you to mimic human actions and deliver sound judgment without manual intervention. Further, you can gain complete process visibility and monitor human activities, bot statistics, exceptions, queue monitoring, process level, and queue level alerts, and others.

- ✓ Easy bots scripting to create bot conversations
- ✓ Bot process designer to configure and manage bots
- ✓ Robot control center to create, deploy, schedule, control, and monitor robotic agents
- ✓ Transaction lodgment and data verification
- ✓ Straight-through case processing
- ✓ Real-time fraud and anomaly detection
- ✓ Instant customer complaint resolution







Al-driven Analytics

Fuel your way to smarter business decisions

A torrent of information is created by the combined forces of social, mobile, and cloud technologies. Not only do most organizations, like yours, struggle to deal with this data, but they also fail to realize the opportunities, which can be realized by leveraging it. The need of the hour is to leverage data and analytics as a tactical weapon.

Newgen's Al-driven analytics framework provides end-to-end analytical support and is not limited to reports and trends only. It helps you figure out what, why, and how of cases and events, make processes smarter, and empower knowledge workers. It intakes data from multiple sources, analyzes it in its core framework that has topology manager, core analytics, business analytics, model generation, and feeds processed data to other applications.

- ✓ Spreading and forecasting of business events
- ✓ Data assimilation to support data flow topologies
- ✓ Stress testing and scenario analysis
- ✓ Scoring and risk rating models
- ✓ Risk exposure tracking & early warning signal
- ✓ Automated content ingestion and intelligence
- ✓ Data processing to generate models based on training data
- ✓ Integration with external analytic tools for enhanced predictive analysis of data

Blockchain

Revolutionize digital transactions and drive business forward

Blockchain is the most secure, trusted and efficient technology, disrupting various industries including finance, trading, healthcare, and government. Also known as a global public ledger, blockchain records and verifies the high volume of digital transactions, irrespective of the device and location. It is a decentralized, distributed digital ledger, developed to record immutable transactions while keeping identity classified across all cases.

At Newgen, we offer tailored blockchain-based solutions that can help you optimize your business processes through efficient and secure data sharing. The immutable transactions steer through several computers called nodes without any alteration of all subsequent blocks and the consensus of the network, allowing your users to verify and audit transactions in a cost-effective manner.

- ✓ Decentralized, distributed digital ledger
- ✓ Easy fraud detection with time-stamped attribute, enabling secure governance
- ✓ Direct access to blockchain-based KYC data, saving time & eliminating the hassles of disparity in specifications
- ✓ Data resurrection, while reducing non-compliance penalties
- ✓ Swift processes like e-registries, helping curtail conventional methods of registry maintenance







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 SALES QUERY

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