

SOLUTION SHEET

# ENERGY AND UTILITIES

*Increased business process agility, integration and visibility*





## OVERVIEW

The geographically scattered operations of giant Energy and Utilities firms are often burdened with fragmented information flows, high turnaround times and siloed processes. Further, reliance on complex supply chains demands effective and streamlined collaboration with suppliers and buyers, which tends to be challenging yet imperative.

### Business Challenges

The flow of information in Energy and Utilities companies is often hindered by scattered IT infrastructures, if not by manual and paper-intensive processes. Business Processes are impeded as existing systems are unable to respond to challenges like:

- Dispersed and diverse operations
- Siloed business processes
- Scattered IT infrastructures
- Lack of comprehensive process visibility
- Lack of effective long term preservation & archival of project critical documents

Harnessing the right technology can obviate these challenges leading to enhanced efficiency and consequent savings in costs and time. A precise digital strategy can successfully transform the operations of these sectors, and at the centre of this strategy lies digitization.

## NEWGEN SOLUTIONS FOR ENERGY AND UTILITIES SECTOR

A majority of challenges burdening the Energy and Utilities sectors can be mitigated by leveraging an ECM/BPM based solution. Their flexible and adaptable architecture ensures quick responses to the market/ regulatory changes and delivery of enhanced customer experience.

Newgen provides comprehensive solutions (built on its Business Process Management, Enterprise Content Management and Customer Communications Management) to cater to end-to-end conception, building and maintenance of assets. The solutions extract greater value from enterprise data systems, integrate with content repositories across multiple sites, and eliminate redundant processes. They allow Energy & Utility organisations to easily realize enhanced productivity, optimized costs and gain a competitive edge.





## Engineering Drawings Management

Newgen's Transmittal Management solution helps in the effective management of critical documentations related to Oil and Gas Projects. The solution helps avoid discrepancies that might affect productivity and profitability. Newgen's Transmittal Management Solution has the following benefits:

### Solution Highlights

- Automated transparent and auditable processes to ensure regulatory compliance and stakeholder accountability
- Reduced turn-around times for document reviews
- Realized significant cost and time savings
- Ensures effective transmittal management
- Streamlined content management from end-to-end



## Project Documentation Solution

Newgen's Project Documentation Management Solution ensures accurate execution of long-term projects. It ensures streamlined reviews and approvals forming the basis of many contractual decisions determining liability in some situations. Absence of accurate documentation of the project's data can lead to adverse impact on productivity and profitability.

### Solution Highlights

- Centralized management and storage of critical project files
- On-the-go access and sharing of files
- Comprehensive tracking and accurate versioning
- Meta data based retrieval of project documents





## Standard Operating Procedures Solution

Newgen's Standard Operating Procedures (SOP) solution helps ensure adherence to various operating procedures so that the processes go on with minimum corrective and preventive maintenance. It not only assures compliance, but also helps organisations meet business goals faster.

### Solution Highlights

- Less chaos in daily operations
- Less disruption when key employees leave or are unavailable
- Greater efficiency in training new employee
- Increased assurance that the business is complying with all legal and regulatory requirements



## Office Automation Solution

Newgen's Office Automation Solution automates administrative functions across hierarchies. It combines workflow and document management capabilities to deliver a unified platform for Government to Citizen (G2C), Government to Business (G2B) and Government to Government (G2G) processes.

### Solution Highlights

- Efficient and transparent administration
- Reduced transition time with enhanced collaboration across departments
- Reduced service delivery delays and better decision making
- Better management of files and correspondences with regulatory compliance



## Audit Compliance Solution

Audit Compliance is a critical activity for any organisation and imperative to ensure security and regulatory compliance in every line of operation. Newgen's Audit Compliance solution helps in bringing all these tasks to a single interface and manages the auditory compliance; while preserving relevant data for knowledge management.

### Solution Highlights

- Securely manage all information in a centralized, scalable and reliable system
- Facilitate compliance with global regulations and industry standards
- Save time and ensure consistency by creating a flexible audit plan as per standards and corporate policy
- Improve supply chain collaboration by enabling suppliers to respond electronically to audit observations in your company's format



## Complaints Management Solution

Newgen's Complaints Management solution helps organisations in the effective management of customer grievances. It facilitates capturing grievances, routing them to the concerned department and finally, communicating them to the end customer.

### Solution Highlights

- Multi-channel capture and auto-routing of complaints for faster resolution
- Consistent and timely communication on complaint status to stakeholders with standardized templates
- Effective transparency and compliance with continuous monitoring of complaint status
- Effective escalation management



## Incident Reporting Solution

Newgen's Incident Reporting solution helps in identifying and managing unexpected mishaps, which may result in loss of production and revenue in long term projects. It ensures timely decision making for critical tasks or incidents that need immediate attention. These can be automatically routed to the concerned authorities to reduce turnaround time.

### Solution Highlights

- Effective identification and timely reporting of incidents
- Effective data capture of incidents to ensure future prevention
- Enhanced the communication of incidents to relevant parties
- Simultaneous recording of multiple incidents



## Land Acquisition Solution

Newgen's Land Acquisition Solution helps in streamlining the complexities involved in acquiring land such as - remuneration, rehabilitation, regulatory checks etc. Most of them are handled manually in the present scenario. The solution helps in digitizing these processes. It enhances visibility throughout the process cycle and streamlines approvals.

### Solution Highlights

- Effectively managing operational costs and risks
- Ensuring comprehensive visibility to stakeholders
- Streamlining operations and approvals
- Ensuring effective redressal of citizen grievances





## Consumer Communication Management Solution

Newgen's consumer communication solution enables organizations to design, manage, and deliver personalized omni-channel communications. These communications can be letters, invoices, statements, policies, contracts, and customer correspondence issued from a single platform.

### Solution Highlights

- Streamlined processes and drive efficiency
- Empowered business users and gain visibility
- Effective regulatory compliance
- Amplified engagement and reduced time-to-market



## Remote Asset Tracking Solution

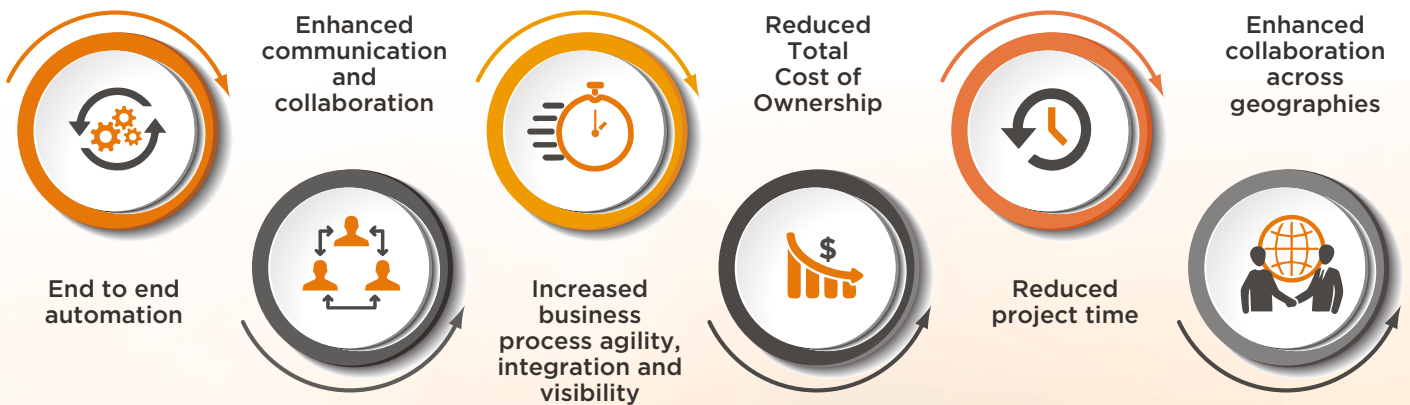
Newgen's Remote Asset Tracking solution helps monitor and handle remote projects/ assets for efficient decision making and exception management. Newgen's mobility platform combined with its BPM ensures the handling of remote tasks from central offices. It plays a critical role in optimization of costs and ensures timely and informed decision making.

### Solution Highlights

- Easily locate equipment
- Deploy fleets and field service teams efficiently
- Prevent and detect theft of equipment
- Maintain real-time inventory of assets by tracking location
- Optimize supply chain by tracking shipments from origin to ultimate destination

## NEWGEN ADVANTAGE

Newgen's solutions for the Energy & Utilities sector provide a high performance and scalable infrastructure. These solutions lead to the following benefits:



These solutions unify internal processes across diverse locations, while strengthening relationships with customers and providing innovative processes for field workers and engineers.



## 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.

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