NewgenONE
Digital Transformation Platform for Law Firms
with Low Code Capability

Why NewgenONE

Satisfied customers	Reduced operational costs	100% compliance to regulations	Smarter engagements	Cloud ready Lower TCO

Industry Recognition

FORRESTER

"A Strong Performer"
in The Forrester Wave™:
Content Platforms, Q2 2021

Gartner

"A Niche Player"
in Gartner® Magic Quadrant™ for
Enterprise Low-Code
Application Platforms, 2021

ASPIRE

A Business
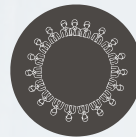Automation **"Leader"**
in the 2021 Aspire
Leaderboard for CCM

Strong Global Presence

560+ Active Clients	Customers in **72 countries**	**3,000+** Employee	**Cloud** & On-premises Deployment

Overview

With the NewgenONE digital transformation platform, law firms can streamline business processes, enable seamless collaboration, and deliver more efficient, client-centric legal services.

Case Management

Enable enterprise case management, process automation, task and workflow management, time recording, reporting, integrations, etc.

Communication Management

Deliver personalized and omnichannel customer communications, fulfilling business and compliance needs

NewgenONE with Low Code Capability

Portal and Mobile Apps

Facilitate client and partner journeys with self service web and mobile applications, built on low code platform

Document Management

Manage case and client records using artificial intelligence and machine learning-based classification and enable end-to-end content management

Case Management

Empower knowledge workers to collaborate and respond to real-time opportunities, as well as unanticipated situations while ensuring compliance. Design semi-structured and dynamic processes to manage case-related information, documents, and communications using the platform's case management capabilities.

Case Creation and Configuration

- Case configuration with discretionary tasks, user/group allocation, routing conditions, etc.
- Global task library for creating and configuring cases

Case Visibility and Insights

- Real-time case lifecycle visualization
- Insights into case and task workers' performances
- Automated notifications on task initiation, completion, reassignment, decline, and failure

Dynamic Task Creation and Execution

- Flexibility to execute discretionary tasks based on changing goals
- Ad hoc task creation to handle unprecedented situations during run-time

Collaborative Decision-making

- Unified case file, with case data, tasks, documents, forms, to-do lists, and other case-related information, for real-time case visualization
- Better decision-making with real-time case sharing and collaboration

Case Lifecycle

1. Client code creation
2. Case file creation
3. Case assignment
4. Task creation
5. Task assignment
6. Invoice generation
7. Invoice follow up
8. Invoice settlement

Portal and Mobile Apps

Allow customers and clients' employees to self serve via intuitive web and mobile applications (apps) built on a low code framework. These apps can be used to submit claims, raise new requests, capture documents, track case updates, manage consent, etc.

Modern Web Apps

- Deliver a consistent experience across devices, be it mobile, computer, or tablet, with responsive web apps

No Native App Downloads

- Leverage PWA app support and eliminate the need to download native apps
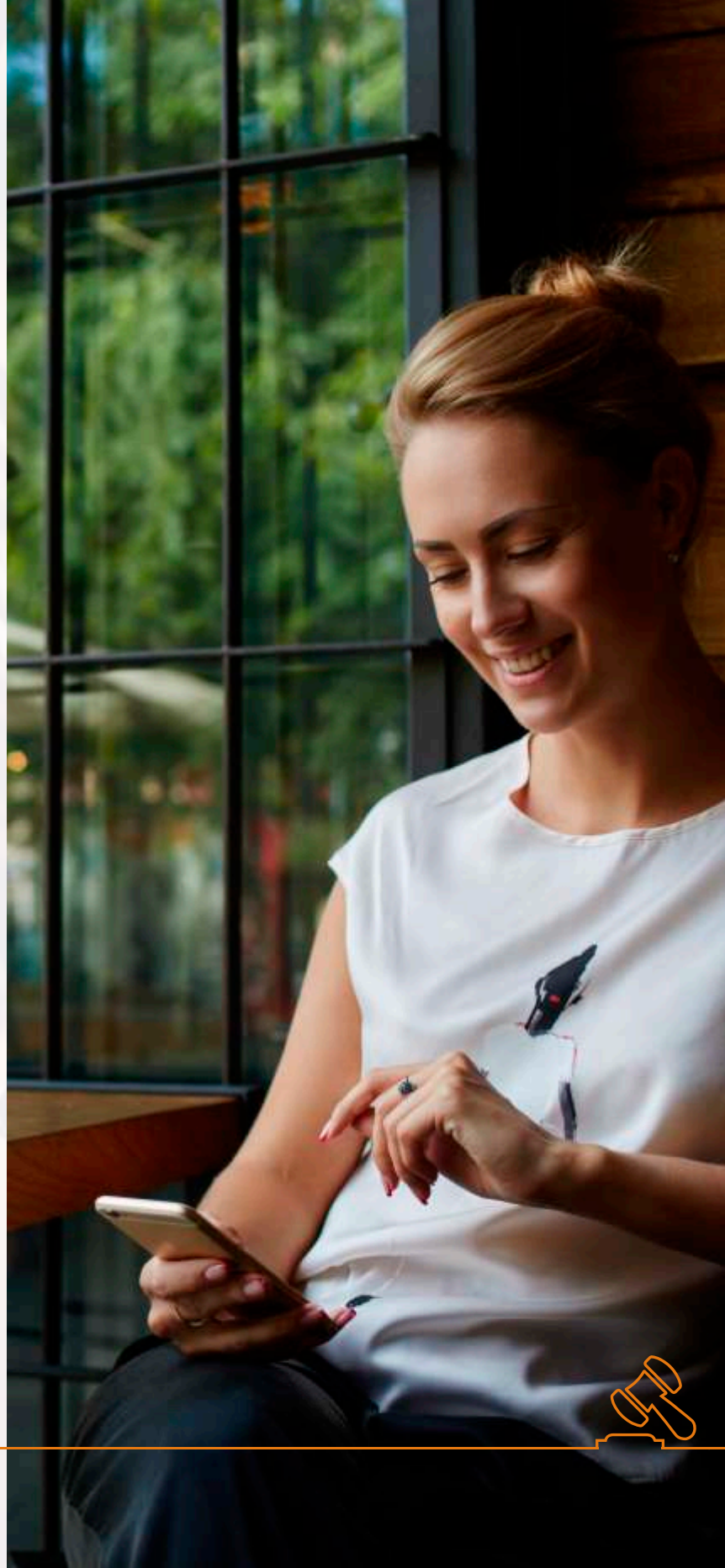
Intuitive and Low Code

- Build self servicing apps with graphical low code tools. Launch one or multiple case/client specific journeys in days

Multi-channel Experience

- Allow customers to start an application on one device and resume on another
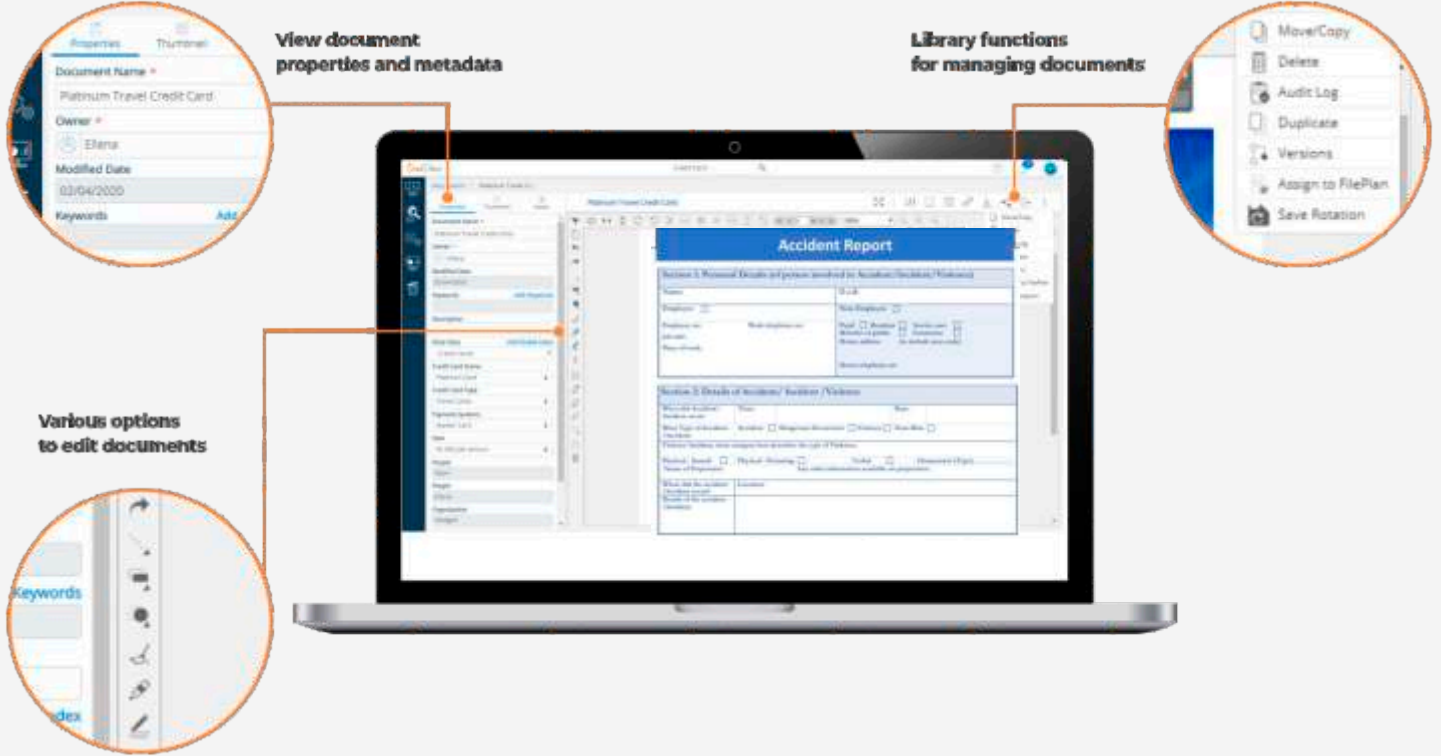
Document Enabled

- Capture documents easily using mobile devices, camera, etc. and enable digital signatures

Document Management

Create, capture, manage, distribute, and archive different types of content with secured anytime-anywhere access. Furthermore, empower business users with content intelligence, enable seamless collaboration, and ensure compliance.

View document properties and metadata

Library functions for managing documents

Various options to edit documents

Communication Management

Personalize communications based on business needs, compliance requirements, and customer's profile, interests, and behavioral patterns. Furthermore, share targeted communications through customers' preferred channels. And leverage various capabilities, including modern designer, white labeling, secure distribution, tracking and monitoring, and user-friendly template designer.

Deliver all Types of Communication

Batch Generation

Manage transactional communications, such as account statements, regulatory information and updates, e-mail/SMS reminders, notifications, and more

On-demand Generation

Deliver communications in real-time with triggers from case management system and other enterprise business applications

Interactive Generation

Add a human touch to communications by arranging variable data and content in a structured template
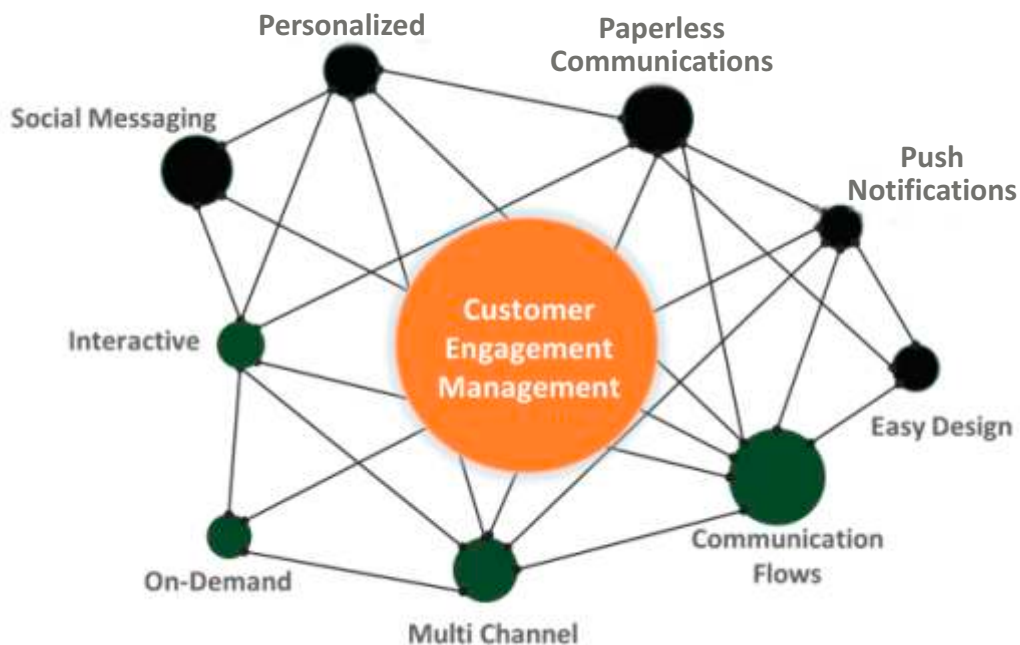
About Newgen

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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