Newgen's **Digital Automation Platform**

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Overview

Translating business requirements to applications is a time-consuming and challenging process. And, with organizations going digital, the demand-supply gap of business applications is expected to widen. This requires organizations to take a transformative approach- moving away from coding to building and deploying applications faster.

Newgen's digital automation platform, with low code capability, reduces the translation effort. It empowers enterprises to easily develop applications for automating simple departmental functions to complex enterprise-wide solutions.

Business Challenges

Increasing Skill Gap - The shortage of high-skill IT resources impacts operational efficiency as they are unable to meet business requirements
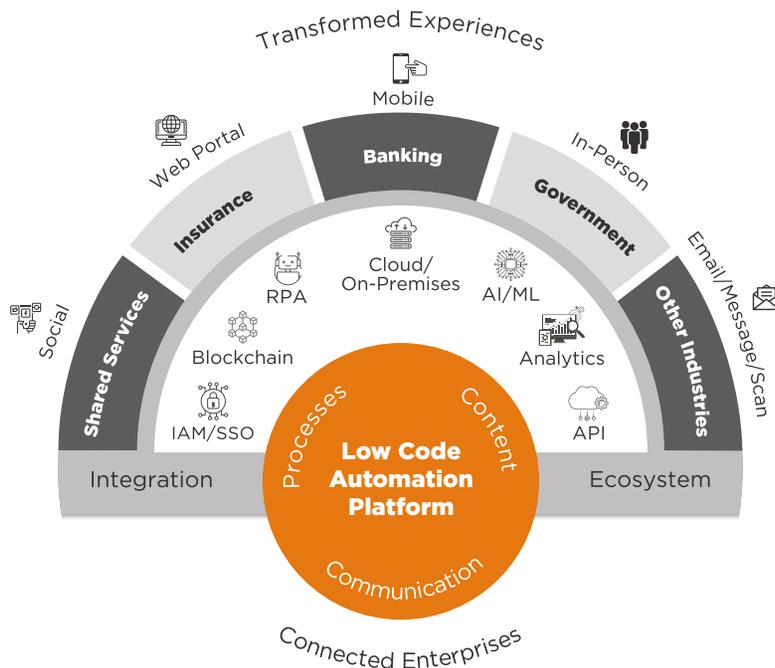
Inadequate Automation - Organizations focus on automating supporting processes rather than connecting the front end and back end processes, which is critical for a digital enterprise

Unleveraged Knowledge Workers - Most of the knowledge workers are still performing mundane tasks and are unable to focus on more constructive tasks

Newgen's Digital Automation Platform

Newgen's platform, with low code capability, integrates various capabilities needed to build business applications across the spectrum, through our proven products in intelligent digital automation (BPM), contextual content services (ECM), and omnichannel customer engagement (CCM).

The platform helps you transform experiences by bridging (process, content, and communication) silos in your organization. And, offers agility for sustainable and continuous improvement, thereby future-proofing your enterprise. Further, the platform's capabilities such as mobility, social, analytics, cloud, robotic process automation, blockchain, and artificial intelligence accelerate your digital journey and keep you ahead of the curve.

> Adopting the Newgen platform has helped us tremendously in terms of the lead time in processing an application. What used to take almost 2 weeks earlier now takes around 2-3 days to close.

Gopinath Pillai
Director – CLAS
Singapore Law Society of Singapore

Core Components of Newgen's Platform

Intelligent Digital Automation for Managing Processes

OmniFlow iBPS enables intelligent digital automation through process orchestration, enterprise-wide integration, and robotic process automation to create secure multi-experience applications. Its advanced capabilities, such as AI/ML-driven analytics, web/mobile applications, and hybrid cloud deployments, ensure rich user experience and customer engagement across various digital channels.

Contextual Content Services for Managing Content

Newgen's OmniDocs empowers your workers with the right content in the right context to deliver a rich customer experience. Its innovative services for content capture, extraction, analytics, application development, management, archival and disposition facilitate day-to-day operations through fast and secure information access, business process enablement and intelligent decision-making.

Omnichannel Customer Engagement for Managing Communication

Newgen's OmniOMS customer communication management suite (CCM) allows you to enhance your customer experience by delivering personalized, targeted and consistent communications through multiple channels.

Key Capabilities of the Platform

✓ **Low Code Development Environment -** Enables rapid application development with a modeling-driven environment supported by agile methodologies

✓ **Business Process Management -** Comprehensive set of capabilities across process development, execution, monitoring, administration, and optimization enables you to manage simple to complex workflows

✓ **Business Rules -** The business rules management system gives you flexibility and speed, with the ability to decouple business rules and plug them into the process and application logic

✓ **Enterprise Content Management -** Content management platform for capturing, processing and storing content, managing content-centric processes, delivering information and archiving records and documents

✓ **Mobile Development -** A mobile development framework to easily develop, deploy and manage highly configurable hybrid and native mobile apps

✓ **UI composition -** Rich UI composition tools for portal web apps, work-list queues, task lists, calendars, dashboards, and search customizable to the role. Additionally, extensible smart forms that allow your developers to create screens with ease

✓ **Ease of Integration -** Seamless integration with ready-to-use adapters along with the ability to perform complex integration with legacy systems

✓ **Communication and Messaging -** The ability to engage with customers (internal as well as external) through a built-in communication framework to complete the customer journey

✓ **Reporting and Analytics -** Detailed reports and dashboard, which can be customized based on roles, for insights into the business

Benefits

Enable citizen development

Reduce IT dependency

Support a variety of business needs

Support application lifecycle management and DevOps

Prevent shadow IT

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https://newgensoft.com

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