



Newgen's

Payment Hub Solution



A Transformational
Leap for Payment
Processing

Overview

As the world becomes increasingly interconnected, the role of different payment rails including cross border transactions, in the global economy becomes ever more critical. Banks, serving as vital intermediaries, handle a substantial volume of these transactions—facilitating remittances, trade, and financial investments.

Domestically, banks rely on robust systems such as the Automated Clearing House (ACH) Network, RTGS, NEFT, FT, and Fedwire Funds Service to ensure smooth transaction processing. However, many institutions are struggling with legacy systems and evolving regulatory requirements, making payment operations complex and inefficient. Most of the banks are facing disparities in their customer base and applications, with the systems working in silos. There are different payment solutions for different payment types. Moreover, there is a lack of support for multiple payment types, payment sources, and payment networks in a single place, and banks face challenges in managing many-to-many interactions.

The Newgen Payment Hub is a groundbreaking solution which offers unification of varied customer segments, payment channels, and systems to optimize payment operations. It embraces a future-ready infrastructure to enhance operations and customer experience.

Key Challenges Faced by Banks for Payment Processing

Reliance on Outdated Legacy Systems



Siloed and Disparate Platforms



Compliance with Dynamic Regulations



Operational Risks and Data Challenges

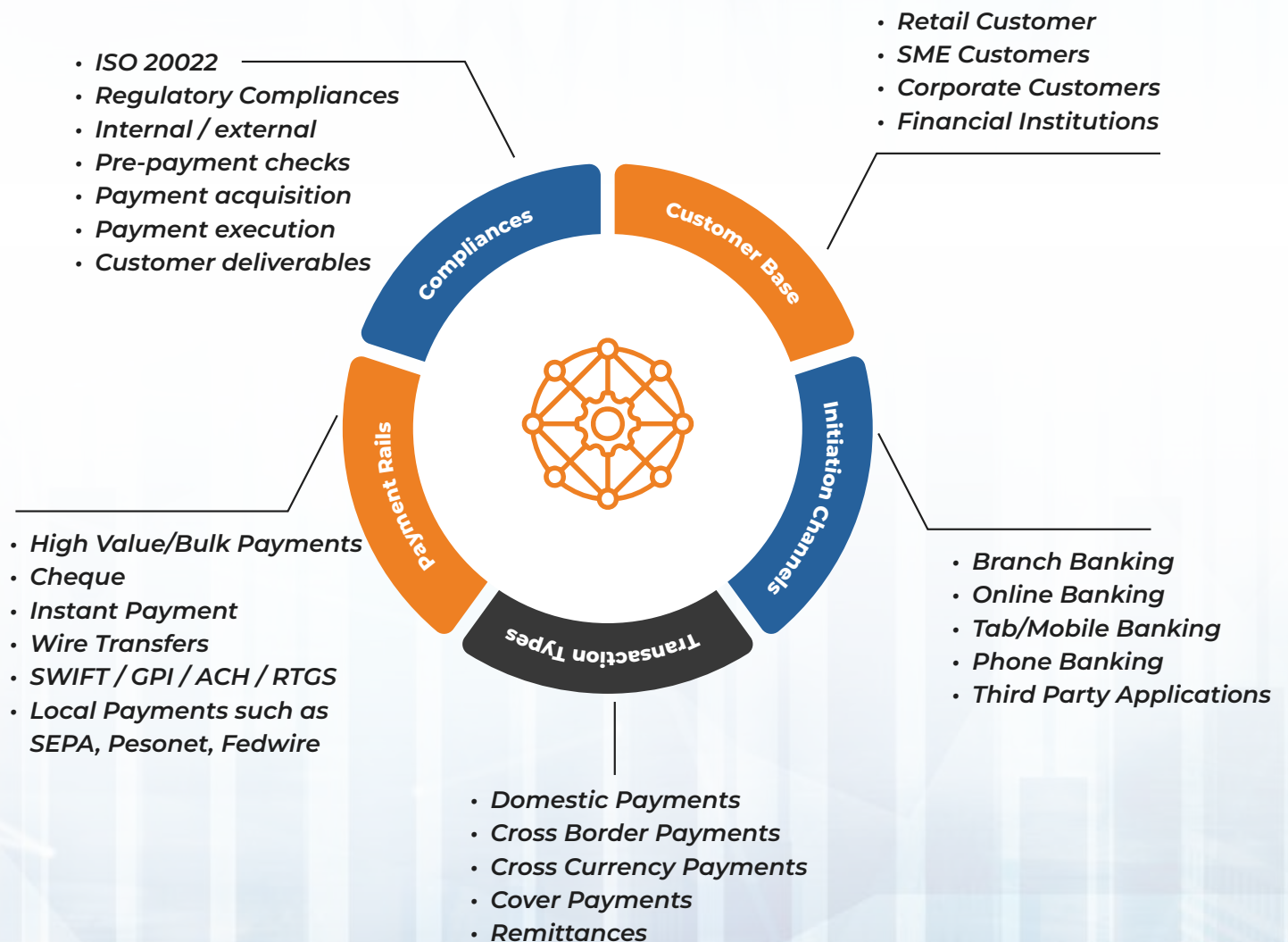


Newgen's Payment Hub Solution

A Future-ready Platform for Modern Banking with AI-Powered Innovation

The comprehensive solution, built on our flagship low-code platform, NewgenONE, addresses the challenges, helping banks to thrive in a rapidly evolving financial landscape. Newgen's Payment Hub empowers financial institutions to embrace ISO 20022, automate operations, ensure compliance, and boost customer experience. It supports unparalleled efficiency and scalability, making it the partner of choice for future-ready banking.

Newgen Payment Hub Accelerator Framework



Core Features of Newgen's Payment Hub Solution

Unified Low-code Platform

Process all transactions, data, reports, email communications, rejections, etc. from one single screen

Omnichannel Support for Payment Initiation

Simplify payment processes with seamless support for SWIFT MQ, branch walk-in, online banking, tab/mobile banking, emails, bulk uploads and third-party applications

Workflow Orchestration

Handle remittances with bank-specific workflows and configurable maker checker control, based on values, product, etc.

Business Rule Engine

Configure internal checks and compliance concerning the bank's modus operandi using Business Rule Management module and utilize the same throughout the lifecycle execution of payments

Masters Data Management

Payment solution has inbuilt master data tables to maintain a bank's data, including country master, currency master, nostro master, correspondence bank, Roles and Rights Master, and Approval Hierarchy

READINESS FOR ISO 2022: TRANSFORMING PAYMENT PROCESSING WITH NEWGEN

Seamless Global Standards Integration

Newgen's payment solution is fully ISO 2022-compliant, enabling seamless integration with the latest global

Enhanced Payment Processing

Facilitates faster, more secure, and highly reliable payment processing experience, thereby reducing errors, ensuring compliance, and improving STP rates

Scalability

Designed for scalability, Newgen's solution is already implemented and trusted by leading global banks

Integration Adaptors

Leverage out of the box integration adaptors to integrate with various dependant solution such as screening, AML, treasury, etc. as

Inbuilt Document Management System

The integrated DMS allows documents that are attached with a transaction to get stored in the DMS automatically along with meta data for quick archival and retrieval. Access the archived documents at any point of time from within the DMS or any third part system, depending on the bank's retention policies of documents

AI-Driven Payment Processing

AI-powered analytics optimize routing, detect anomalies, and enhance data-driven decision-making. Improve STP, accelerate discrepancy resolution, and reduce manual interventions with real-time transaction analysis

Automated Authentication

Reduce operational risks and ensure data accuracy from entry to message generation with automated validations and field-level audit functionalities. Minimize costly errors and reduces operational risks in high-volume payment environments

Straight-through Processing of Cases

Reduce dependency on manual processes to enhance straight-through processing (STP) rates and boost operational efficiency for the entire transaction lifecycle, from initiation to settlement

Self-service Portals

Empower customers to track transaction status independently through self-service portals. Reduce reliance on branches for deliverables or discrepancy resolutions to improve customer experience and optimize resource allocation by allowing teams to focus on higher-value tasks

Future-ready Architecture

Ensure rapid deployment and minimize implementation hurdles with a modular and scalable architecture

Value Delivered by Newgen Payment Hub

Adaptability and Efficiency

Payment solution has inbuilt master data tables to maintain a bank's data, including country master, currency master, nostro master, correspondence bank, Roles and Rights Master, and Approval Hierarchy

Enhanced Customer Support

AI-powered chatbots and virtual assistants provide real-time support for tracking payments, resolving queries, and managing discrepancies

Mitigating Risks and Enhancing Efficiency



Proactive Fraud Detection and Risk Management

Machine learning models enhance compliance with anti-money laundering (AML) regulations and reduce financial risks by identifying suspicious activities and anomalies in real time

AI and Blockchain Synergy

Proactive testing of blockchain integrations with R3 Corda and Trade Connect reduces settlement time, lowers costs, and boosts operational transparency

Proven Success with Newgen Payment Hub



Leading global banks have experienced measurable results by implementing Newgen's Payment hub solution.

First-time-right (FTR)

improved from 45% to 95%

Straight-through processing
increased to 90%

Processed over **25,000**
messages daily

90% reduction in
turnaround time

FTE efforts lowered **by 80%**

Eliminated manual processing
for SWIFT message verification

Automated payment
cancellations via MT192 messages

100% compliance with
predefined KYC and AML checks

Enabled SWIFT GPI for real-time,
transparent cross-border payments





About Newgen

Newgen is the leading provider of AI enabled 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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