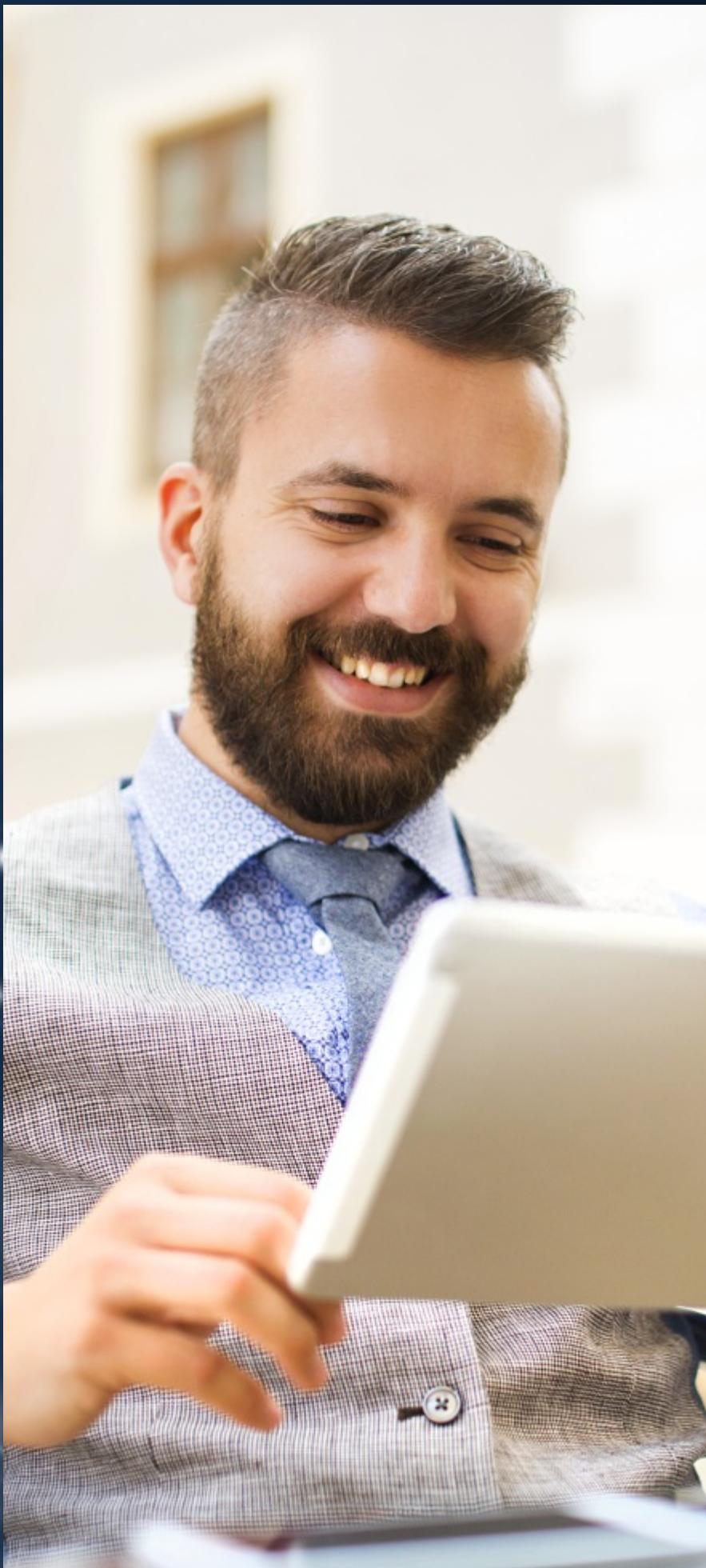




# iBPS Intelligent Process Automation (BPM)



## ***Enabling rapid application development and process automation***

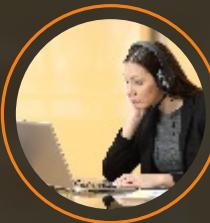
**Newgen's iBPS Intelligent Process Automation (BPM)** product suite enables enterprise-wide digital transformation. It automates simple to complex processes, bridges organizational silos, and reinvents operations, while driving continuous process improvement.

The suite offers a comprehensive set of tools for low code application configuration, with point-and-click and drag-and-drop functionalities, to rapidly develop and deliver responsive web and mobile applications. Its advanced capabilities, including artificial intelligence (AI), machine learning (ML), analytics, multi-experience apps, omnichannel communication, and cloud-native architecture, enable a rich user experience and customer engagement across all digital channels. Furthermore, it allows you to manage the application lifecycle with integrated DevOps.

## **Business Challenges**



**Slow development of web and mobile apps**



**Lack of an omnichannel customer experience**



**High IT dependency**



**Low visibility across processes**



**Disjointed processes**

# Intelligent Process Automation

## Digital Touchpoints



Social



Web Portal



Mobile



In-person



e-mail/Message/ Scan

### Applications and Templates



Banking



Insurance



Government



Shared Services

### Application Development

UI Designer

Data Modeling

Mobile App Development

Decision Management

Responsive Forms

Reporting

### Process Automation

Process Modeling

Process Analytics

RPA

Case Management

### Contextual Engagement

Communication Management

Content Analytics

Content Management

### Platform Administration



DevOps



Containerization



Security and Access Control



Cloud

### Integration Ecosystem (REST/SOAP APIs and Adaptors)

## iBPS Suite and its Components

**Application Development**

**Process Automation**

# Application Development

Develop low code applications using point-and-click configurability and enable rapid application design, development, and delivery. Create highly customizable user interfaces, data models, forms, business rules, user workspaces, and reports.

## Web App Development (UI Designer)

- Create responsive web applications and configure them into progressive web apps with easy point-and-click options
- Design navigational user interfaces with wizards, menus, and vertical tabs
- Create reusable components (widgets) that can be attached to interfaces for quickly developing a web application
- Leverage pre-built, portal-friendly controls, such as document lists, tiles, sliders, etc., for designing user-friendly web portals
- Add third-party controls across forms with the custom control framework
- Personalize applications with multiple options for navigational interfaces and form controls

## Data Modeling

- Create business objects, including process and queue variables, virtual data objects, nested complex variables, and global data models, via a simple graphical interface
- Design a hierarchical data model for applications with primary key-foreign key relationships between tables, and create a

set of tables linked to each other as parent and child tables

- Perform all CRUD operations for maintaining data schema within the master data management module
- Manage document-intensive processes by mapping document metadata with process data model



## Decision Management

- Configure complex business rules through simple if-else logic and decision matrices via a no-code web interface
- Perform complex calculations, get contextual guidance, and enable business logic-based routing through the rules created in the business rules management system
- Perform bulk testing, versioning, in-flight deployment, and scheduling of business rules
- Change rules easily even during runtime
- Execute business rules in a required sequence, along with conditional calling of rules and ruleflows, with configurable ruleflow definition
- Fetch data dynamically with runtime picklist during rule execution

## Responsive Forms (iForms)

- Create dynamic and responsive forms and UI (HTML5 /JS/CSS) that automatically render on multiple form factors, such as desktops, tablets, and mobile devices (Android/iOS/Windows)
- Leverage a wide range of UI controls, including form elements, layout options (multi-column view), images, rich text editor, grids, tiles, sliders, toggle, and more
- Enable custom field validations and digital signatures
- Use reusable forms and form fragments across different applications

- Personalize the theme and style of the form by changing its color, text style, logo, etc. and reuse themes by importing or exporting them
- Group form controls to prevent dynamic rendering of forms whenever required
- Link form-level databases and integrate them with other external systems and applications through RESTful webservices
- Capture geolocation and images using a camera through built-in form controls

## Reporting and Analytics

- Get a 360-degree view of processes with comprehensive graphical charts, reports, and dashboards
- Use a wizard-based report designer to generate reports on cycle times, cost per transaction, geographic performance, resource utilization, and SLA adherence
- Enable faster bottleneck resolution with rule-based alerts
- Monitor the status of reports based on the report generation time

## Personalization and Contextualization

- Allow users to configure applications, components, instances, and external applications per their preferences
- Personalize user desktops and enable immediate access to contextual information

- Configure chart and tile-based work item filters, allowing users to view critical business information in a graphical format
- Search work items based on multiple conditions with the advanced search option
- Leverage other options, such as marking queues as favorite, search pinning, etc.

## Content Services

- Integrate with Newgen's OmniDocs contextual content services (ECM) product suite, or other content repositories, to enable content lifecycle management and access and deliver content across various channels and devices
- Capture content from multiple devices, including multifunction printers, mobile devices, e-mails, fax, hot folders, scanners, and web
- Extract data from documents of different layouts and formats with advanced recognition technologies, such as OMR, ICR, barcode recognition, MICR, and others

- Manage document-centric workflows, including maker-checker, approval, and rejection, to enable faster processing of documents
- Leverage a powerful search engine with full text, proximity, near term, and fuzzy search algorithms
- Enable multi-source information storage, tracking, and searching with secured access to content per the defined guidelines
- Perform multiple library functions, such as check-in, check-out, auto-versioning, and more, for better management of documents associated with processes
- Eliminate manual processes with automated organization, sequencing, and classification of documents
- Enable end-to-end management and tracking of documents and records, while maintaining their authenticity



# Process Automation

Drive process automation through process modeling, process orchestration, robotic process automation (RPA), case management, process analytics, and real-time collaboration capabilities, ensuring better visibility and easy access to information. RPA mimics human actions to drastically reduce redundancy with faster turnaround times.

## Process Modeling

- Model processes with a user-friendly, web-based, drag-and-drop process designer
- Facilitate design-time collaborative process modeling via screen sharing and chat
- Validate processes for optimal and error-free applications
- Allow users to manage processes, as well as their multiple projects, views, and versions, with process abstraction and version control
- Capture process requirements during the process discovery phase and manage them within the system
- Enhance the requirements document with advanced options to embed tables and pictures
- Generate the requirements document in either Word or PDF formats, to share with others
- Reuse business logic and process artefacts
- Integrate with other business applications through REST and SOAP webservices and ready-made adapters

- Connect with various databases, such as SQL, Oracle, and more, using out-of-the-box data exchange activities

## Robotic Process Automation

- Achieve end-to-end automation with RPA and BPM on a single platform
- Mimic human actions in the studio to convert them into an executable script
- Ensure continuous management and monitoring of bots from a central location through the robotic control center
- Design RPA automation sequences for web, file, and MS Excel
- Use robotic type activities within the process designer, such as web activity, Excel, robotic start, robotic start block, robotic work desk, and robotic work desk block

## Dynamic Case Management

- Generate a unified case file, with case data, tasks, documents, forms, to-do lists, and other case-related information, for real-time case lifecycle visualization

- Ensure accountability and compliance by configuring task approvals, the expiration time for a task, and multi-level task escalations
- Handle unanticipated scenarios with ad-hoc task initiation during run-time
- Personalize default case and task preferences
- Access caseworkers' calendar for effective resource utilization
- Manage task assignments by allowing caseworkers to accept, reject, or reassign tasks to their colleagues
- Notify case managers about task initiation, completion, reassignment, decline, and failure through system generated emails
- Enhance process performance by auto-initiation and execution of tasks through multiple pre-conditions

## Process Insights

- Set up complex real-world business scenarios using a no-code web interface
- Get insights into the historical performance of processes through the visualization dashboard and track process KPIs
- Discover operational inefficiencies by visually identifying process bottlenecks, delayed activities, and demand spikes through heatmaps
- Predict the impact of strategic and tactical changes in business operations by

simultaneously running multiple scenarios based on different what-if conditions

- Use past data to predict future workloads and the time required to complete a task
- Leverage advanced analytics and ML to predict future trends and suggest the best course of action



## Process Orchestration

- Manage end-to-end operations with the flexibility to enable or disable any process
- Facilitate high-volume transaction processing
- Enable dynamic load balancing to remove bottlenecks for high performance and stability
- Allow parallel and inclusive distribution of workitems, enabling the conditional flow of processes
- Make dynamic changes in normal process flows with ad-hoc routing

## Real-time Collaboration

- Allow multiple participants to collaborate from remote locations through the exchange of controls, for design-time process sharing and editing
- Leverage a real-time chat environment to discuss various process design aspects
- Collaborate during process execution via chat, discussion forums, and work desk sharing

## Integration Ecosystem

Integrate the OmniFlow iBPS product suite with other business applications and disparate data sources through REST and SOAP webservices. Leverage plug-and-play and ready-made adaptors to enable seamless integration with legacy applications, cloud-based solutions, ERPs, CRM systems, productivity applications, and core application systems. These adaptors are available for systems such as SAP, Oracle eBusiness Suite, Finacle, SharePoint, and more.

Furthermore, enable your users to expose all the functions and methods available in their system as webservices, to be consumed by external applications. Drag and drop built-in connectors into the workflow design. Additionally, integrate the product suite with external databases, facilitating conditional retrieval, insertion, and updating of data.

The suite offers various readymade APIs, XML-based APIs, JavaScript APIs, and allows users to develop custom APIs without coding. For GUI integration, the interactive user interface enables secure connections with external and internal applications, URLs, document viewers, and more.

# Platform Ecosystem

## Hybrid Deployment

Newgen's OmniFlow iBPS is available on private, public, and hybrid cloud environments. It is available on AWS and Azure cloud. The cloud infrastructure complies with major industry standards, such as HIPAA (for healthcare), SOC 1/ISAE 3402, SOC 2, PCI DSS Level 1 (Payment Card Industry), ISO/IEC 27017, ISO/IEC 27018, ISAE 3000, and others.

## Enterprise-class Security

The BPM suite has been successfully audited against customers' internal security, compliances, and servers, hardening policies across various verticals. It provides strong security features, such as access permissions, queues, views, reports, and documents, using user-, group-, and role-based rights.

The suite captures complete audit trails and archives them in the system. Its authentication support includes strong password policies, LDAP/SSO support, PKI/biometrics, and digital signatures. Maker-checker support for administrative operations is also provided.

Furthermore, multi-factor authentication, using an e-mail and one-time-passcode, ensures only the authorized user can access the portal. Overall, the platform provides an enhanced security framework in concurrence with the latest top 10 OWASP (Open Source Foundation for Application Security) guidelines.

## DevOps

Newgen's deployment manager leverages DevOps practices and tools to manage the application development lifecycle while delivering features, fixes, and updates in close alignment with business objectives. It supports version control for feature releases, one-click deployment, CI/CD pipeline management, as well as on-premise, on cloud, and hybrid deployments.

- Enable continuous integration and deployment for pipeline management; the suite is integrated with Jenkins for pipeline and build management
- Leverage source code repositories for code management
- Perform versioning, auto-backup, and roll-back actions
- Monitor pipeline execution through real-time dashboards

# Why Newgen's iBPS Product Suite?

- Low code environment for rapid application development and deployment
- Enterprise mobility framework for the development of content and process-centric mobile applications
- Real-time process analytics with the ability to simulate and monitor processes
- Support for new-age technologies, such as AI, ML, content analytics, process analytics, and RPA
- Highly configurable and flexible
- Scalable architecture

*" We have been using Newgen's BPM and ECM platforms, and it has been really helpful for us during COVID-19. We've been able to maintain business continuity despite the work from home situation. With the implementation, we have been able to automate the processes and reduce human dependency significantly."*

**Tri Indra Basoeki**  
Executive Vice President of  
Enterprise Shared Service Business

## 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

AMERICAS: +1 (202) 800 7783

CANADA: +1-202-800-7783

AUSTRALIA: +61 290 537 174

INDIA: +91 11 40773769

APAC: +65 3157 6189

MEA: +973-1-619-8002, +971 44541365

EUROPE: +44 (0) 2036 514805

info@newgensoft.com  
www.newgensoft.com

