# NEWGEN'S BPO SPECTRUM

BPM SOLUTIONS FOR BPOs

Newgen solutions enable BPOs to quickly configure and roll out new customer processes by allowing rapid modeling and customization of business processes. Newgen's BPM and ECM solutions enable quick implementation of transactional customer processes using image-based BPM platform that provides out-of-the-box desktop for coordinated image/ data entry forms. The solution also provides enough flexibility to quickly accommodate process changes without compromising service levels.
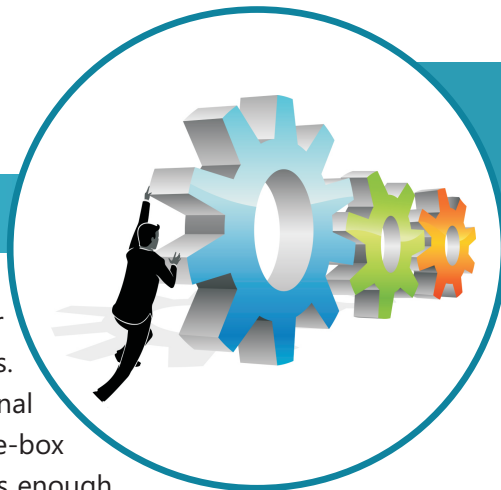
Business Process Platform for BPOs - Option for In-premise or Cloud

Newgen solutions enable BPO's to quickly configure a single platform for a given process such as F&A, HR, Banking, Healthcare, and Insurance etc. that is easily adaptable for different customers through customization/ parameterization. The solution platform is flexible and repeatable for several customers. It also empowers them to build a Center of Excellence for long-term benefits.

The process platform solution is available in multiple delivery models: In-premise, Public Cloud or Private Cloud. Cloud gives the option of dynamic scalability with minimal up-front cost. The multi-tenant architecture ensures that the same infrastructure can be optimally used by the multiple end customers.

Bring Process Visibility & Real-Time Monitoring

The Newgen BPM platform allows BPO's real-time visibility and end-to-end tracking by making Business processes explicit and visible to all process participants. Customized reports and dashboards enable adherence to SLA compliances, even when the process participants span multiple geographies.

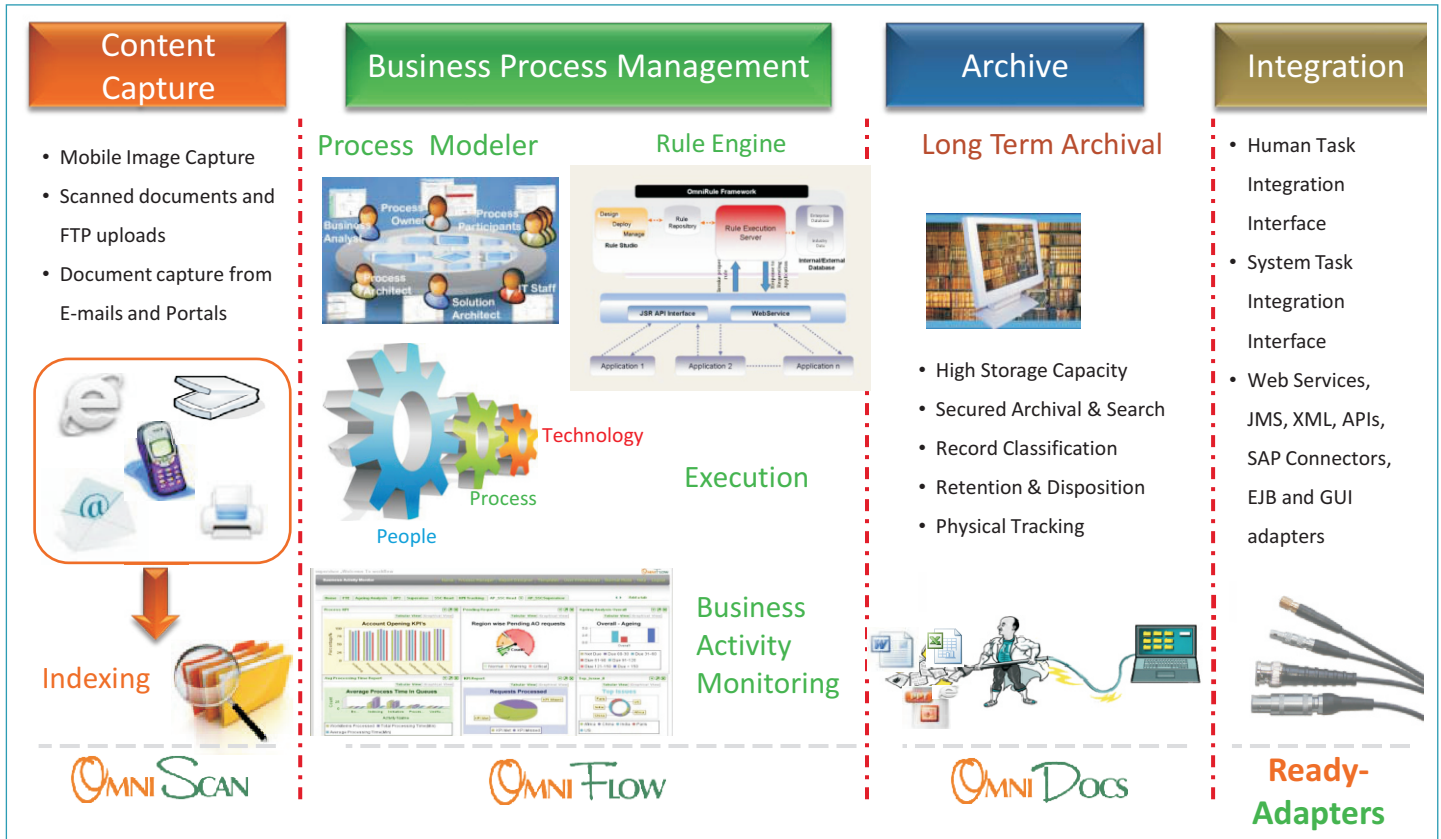### Achieve Process Optimization & Agility

Newgen solutions enable operational process improvement and optimization through reduction in errors, increased personnel productivity and increased throughput. The solution enables agility and thus allows BPOs to tap new business opportunities quickly.

CORE FOCUS AREAS

- End-to-End automation & centralization of processes
- Real-time visibility & adherence to regulatory compliance
- Rapid process deployment and rollout
- Faster changes to business processes without worrying about their effects on lower levels of implementation
- Help re-align, consolidate and streamline processes for Captive BPOs
- SLA management with geography wise calendar support

DOMAIN EXPERTISE

- Banking and Financial Services
- Credit Card
- Customer Query Resolution
- Finance and Accounting
- Healthcare
- Human Resources
- Insurance
- Mortgage

Content Capture

- Mobile Image Capture
- Scanned documents and FTP uploads
- Document capture from E-mails and Portals

Indexing

OmniScan

Business Process Management

Process Modeler

Rule Engine

Technology

Process

People

Execution

Business Activity Monitoring

OmniFlow

Archive

Long Term Archival

- High Storage Capacity
- Secured Archival & Search
- Record Classification
- Retention & Disposition
- Physical Tracking

OmniDocs

Integration

- Human Task Integration Interface
- System Task Integration Interface
- Web Services, JMS, XML, APIs, SAP Connectors, EJB and GUI adapters

Ready-Adapters

OMNIFLOW

OmniFlow helps model, deploy and manage mission-critical business processes that span multiple enterprise applications, corporate departments, and business partners.

Process Modeler: User-friendly drag & drop process modeling tool

Form Builder: Data entry tool for automatic mapping of process data to the process database and vice-versa

Process Manager: The administration console for workflow management

BAM: Monitoring dashboards used by various stakeholders for 360 degree process monitoring

Simulation & Optimization: Tool to simulate the process on either production, historical or estimated test data

Rule Engine: Business Rule Management for dynamic changes in business processes

Process repository: Stores process definition, form fragments, rules and process metadata along with pre-defined business objects

OMNIDOCS

OmniDocs is an Enterprise Content Management platform for creating, capturing, managing, delivering and archiving large volumes of documents and contents. It provides a central repository to archive high volume of documents that can be accessed and shared between multiple users, locations or the entire enterprise. It has capabilities to efficiently handle enterprise-wide content and easily integrates with legacy systems.

IMAGE CAPTURE

The distributed scanning tool- OmniScan supports bulk scanning of documents and data capture from image documents. Document images can be captured from emails and then sent for further processing.

ZapIn is the mobile image capture application for Smart phones and Tablets. It allows a business user to interact with his client on the field, to capture quality document images along with some key metadata and send them instantly for upload. Mobile Capture is a revolutionary technology that allows a user to scan documents remotely and instantly initiate its processing at the back-office.

WIPRO
Applying Thought

Wipro BPO - Automation of HR processes

Business Challenge(s)	Newgen's Solution	Benefits
• Process standardization across offices • Tracking huge volume of transactions • Adherence to statutory guidelines • Archival and retrieval of employee documents	• Integration with SAP • Automation includes - HR, employee claim processes • Catering to 100 offices for more than 1,00,000 employees	• Rreduced TAT by 50% ⬇ • Operational cost reduction • Improved productivity of users • Improved process visibility and monitoring

HCL BPO | HCL

HCL BPO - Achieved Process Efficiency for a leading UK Bank

Business Challenge(s)	Newgen's Solution	Benefits
• Process efficiency • Process visibility and measurements • Control on operations	• Solution includes Loan, Credit Card, Saving Application Processes • Image enablement of the core business application	• Reduced TAT ⬇ • Improved productivity ⬆ • Availability of online document anytime anywhere • Monitoring of operational metrics

hp

HP BPO - Cloud based Business Process Platform

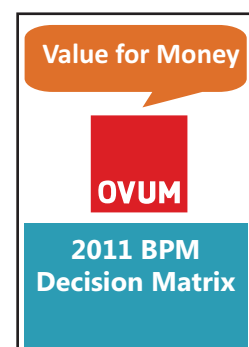| Business Challenge(s)	Newgen's Solution	Benefits
• BPM solution platform on cloud for several customers • Scalable and flexible solution for customizations • High customer on-boarding time	• Cloud solution on ECM & BPM platform • Jointly built solution platforms on Cloud for F&A, Banking processes • Many customers on the same solution platform • Private cloud concept of providing infrastructure as BPO Data Center	• Business agility ⬆ • Improved process visibility ⬆ • Higher scale of operations • Process migration from Cloud to in-premises at any point of time

ABOUT NEWGEN
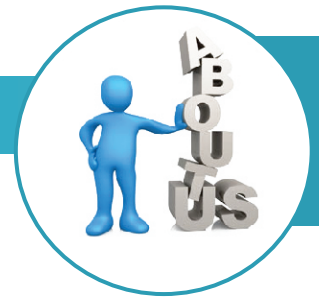
- Leading Global Provider of Business Process Management (BPM), Enterprise Content Management (ECM) & Customer Communication Management (CCM)

- 850+ installations across 45 countries

- Solutions for Banking, Insurance, Healthcare, BPO/SSCs, Telecom and Government

- Credited with some of the world's largest implementations

- Innovative culture, consistent R&D investments, 35 patents

- Certified for ISO 9001:2008, ISO 27001:2005 and CMMi Level3

NEWGEN CUSTOMERS

GENPACT Global Business Impact℠

WIPRO Applying Thought

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MPHASIS an HP company

hp

Capgemini CONSULTING.TECHNOLOGY.OUTSOURCING

WHAT ANALYSTS SAY

Proven for Large volumes

Gartner®

2010 BPMS & 2011 ECM MQ Reports

Flexible and Cost Effective

FORRESTER®

2011, DOCCM Wave Report

Value for Money

OVUM

2011 BPM Decision Matrix

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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