

Newgen iBPS Process Insights

Overview

A digital business demands increased focus on improving business performance, enhancing operational efficiency and embracing change. To accomplish these goals, business processes play a key role. By deploying optimal processes, organizations can reduce operational risks and improve business results. In order to discover the best fit, users need to gain insights into the business.

Newgen iBPS Process Insights enables users to deep dive into process performance by analyzing historical data and by creating real-world business scenarios. It allows users to find the best course of action by predicting the impact of strategic and tactical changes in processes.

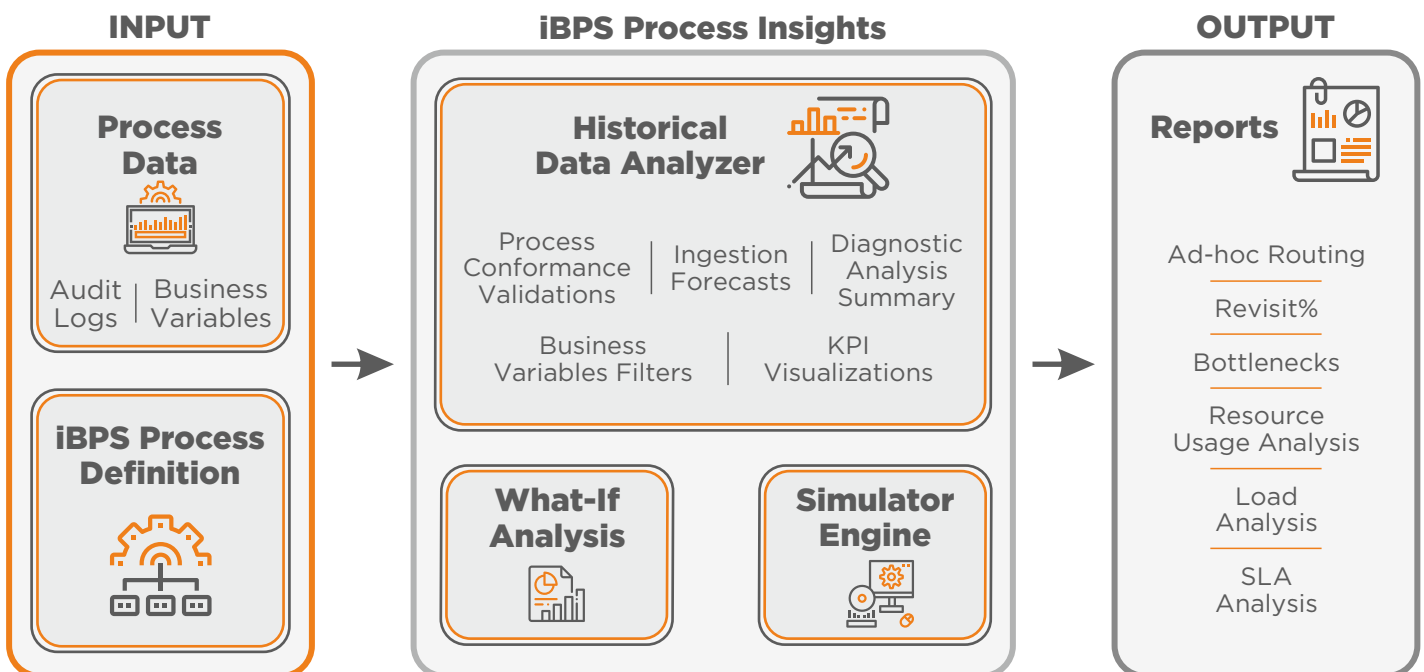
Newgen iBPS Process Insights

Newgen iBPS Process Insights is a core component of Newgen OmniFlow iBPS. It is a simulation and analytics tool that enables users to optimize their business processes. The tool allows process designers to test their designed processes under various workload scenarios. Business users can gain maximum value and reduce operational risks by analyzing historical process data.

Using the tool, business users can analyze key performance indicators be it inbound load, customer SLAs, cost, resource or productivity, and visualize past business performance to identify bottlenecks. It also enables users to understand how business results would be impacted by real-world business conditions through definition of alternate business scenarios. Further, with Process Insights users can perform future time trend analysis and choose the best course of action.

Get Answers to Complex Questions

- What are the bottlenecks and their severity in various processes?
- How can different parameters impact business performance?
- How can SLA breaches be prevented?
- How can the wait time for various activities be reduced?
- How many tasks should be assigned to a user for optimal resource utilization?



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Scenario Definition

- Set up real-world business scenarios through the no-code web interface
- Create process scenarios using historical data to run simulations on deployed processes
- Define complex scenarios based on multiple workstep properties such as SLA, processing time, fixed cost, resource cost, workstep calendar, work item rate and based on resource availability parameters such as user calendar, availability percentage and capacity

Simulation

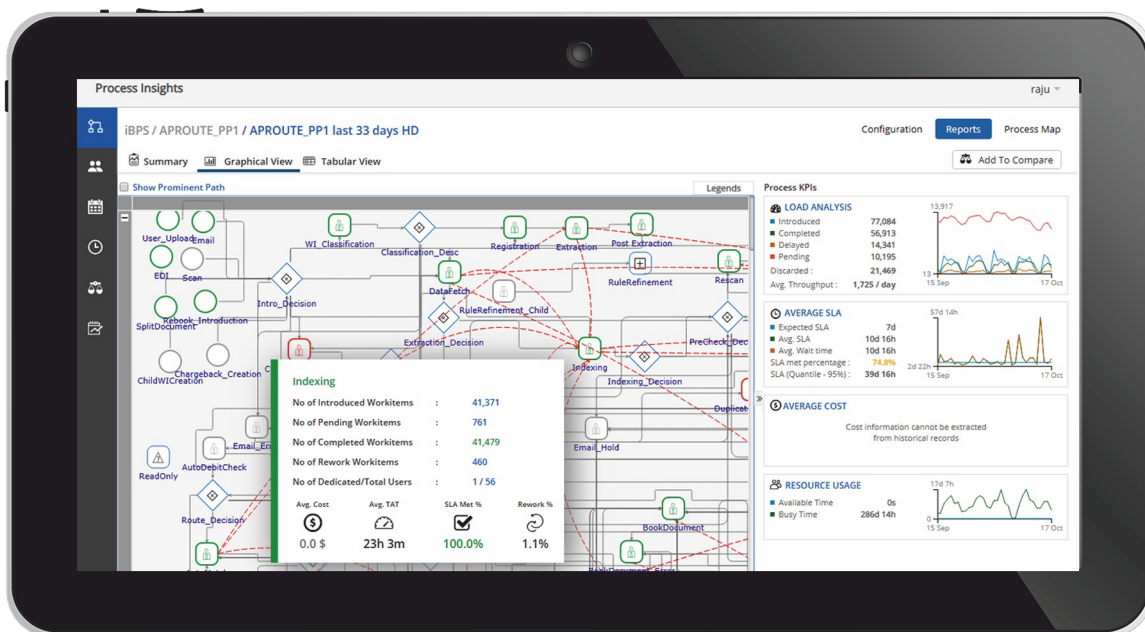
- Simulate processes as per different conditions such as resources, costs or process KPIs and analyze results in different scenarios
- Run 'In memory simulations' with no significant footprint on memory/CPU utilization, with combination of in-flight, steady-state and playback workitems
- Apply reliable industry standard simulation based on proven algorithms such as Monte Carlo simulation, Queuing Theory, Network Theory, Graph Theory and Little's Law in multinode system

Historical Data Analyzer

- Get insights into the historical performance of processes through visualization dashboard and track key process KPIs
- Discover operational inefficiencies by visually identifying process bottlenecks, delayed activities, demand spikes through Heat Maps
- Check process conformance by validating expected KPIs and path workflows vis-a-vis observed KPIs and prominent path

Visualization

- Monitor simulated or on-going business operations with time trend analysis
- Analyze process performance through process level and workstep level KPIs, such as SLA met percentage, average TAT, average cost, and resource usage, by leveraging KPI dashboard and reports. Perform root cause analysis by deep diving into the reports
- Visually identify bottlenecks and their severity in process scenarios with the help of color-coded heat maps



What-If Analysis

- Predict the impact of real-life strategic and tactical changes in business operations by simultaneously running multiple scenarios based on different 'What-If' conditions
- Discover best-fit processes by comparing different process scenarios through comparative visuals and KPI reports

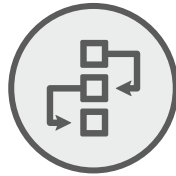
Forecast and Recommendation

- Predict workload and completion time based on past data and suggest the best course of action to meet the desired process KPIs
- Enable better resource utilization through recommended resource allocation, which allows for cost-effectiveness and reduction in turnaround time

Business Benefits



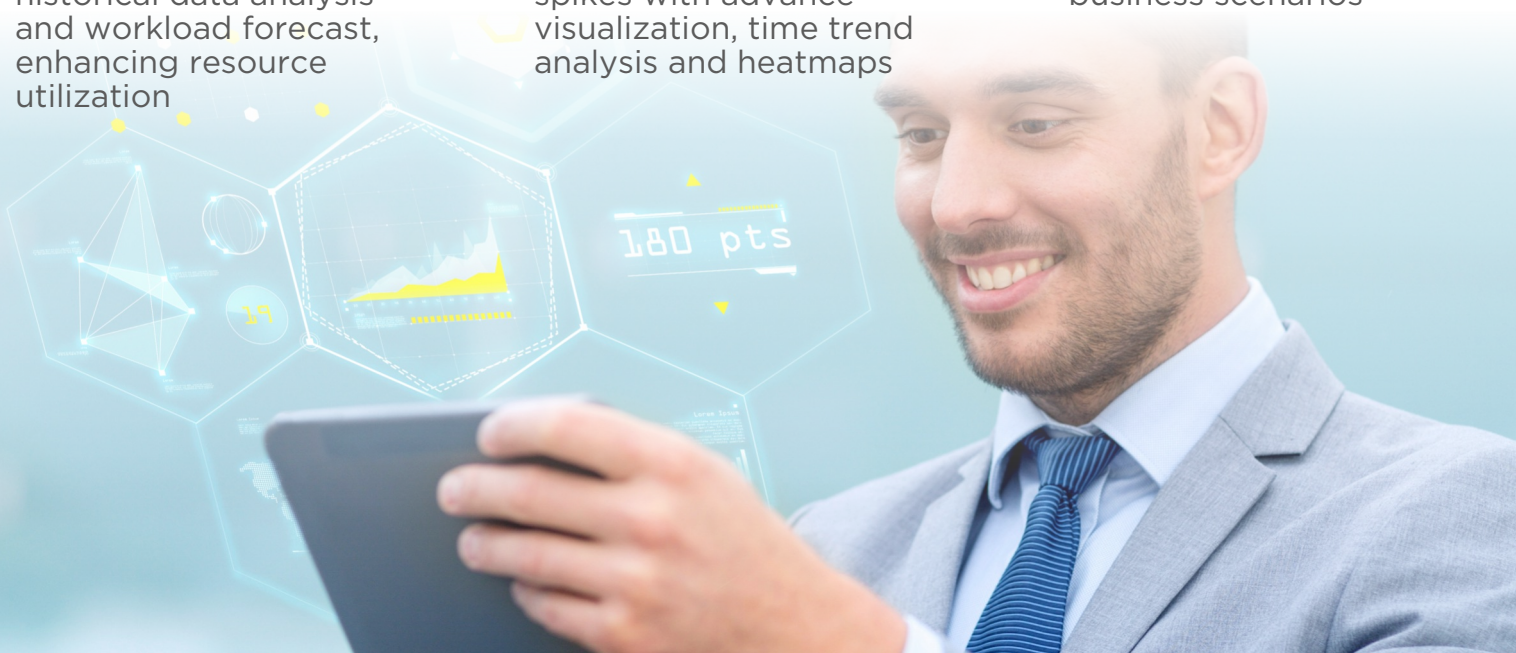
Improve business performance with optimal process deployment using historical data analysis and workload forecast, enhancing resource utilization



Enhance decision making by identifying bottlenecks, delayed activities and demand spikes with advance visualization, time trend analysis and heatmaps



Take pre-emptive actions by uncovering business risks through simulation of critical business scenarios



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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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

