

# Robotic Process Automation

Businesses across industries are looking to stay competitive while focusing on customer experience, operational excellence, and business innovation. Robotic Process Automation (RPA) is one of the key technologies that can accelerate business processes. Combined with AI/ML and exception handling, RPA can be a game-changer for businesses.

## Challenges Faced by Organizations

- Siloed task automation
- Poor exception management
- Lack of API integrations
- Lack of automation on legacy systems
- Inefficient human and bot looping
- Improper compliance and governance



## Newgen's RPA

Newgen RPA offers strong robotic process automation capabilities that help businesses accelerate growth while improving their operational efficiencies. It complements Newgen's Low Code Process Automation platform and empowers enterprises to enhance customer and employee journeys within their business processes.



Newgen RPA aims at strengthening the three core pillars for businesses—customer experience, operational excellence, and business innovation. AI/ML bots deployed on the end-customer application not only transform experience but also ensures customer delight. Similarly, bots for back-end operations enhances productivity by reducing the overall turnaround time (TAT) and the exception handling capabilities make the overall operational workbench more agile.

NewgenRPA comprises of process simulator, script designer, robotic agent, control center, and business activity monitoring. The cognitive capability of bots, achieved via machine learning and artificial intelligence (AI), enables business users to train bots in a low code way for document classification, sentiment mining, and e-mail classification needs.





## Newgen RPA's core capabilities

- **Pre-built catalogue of automation activities for business workflows:** Non-invasive push and pull of data from business workflows for more secure and faster data processing
- **BOT Queue:** A dedicated queue for the bot within a workflow to process real-time transactional data more effectively
- **Low Code Scripting Studio:** Drag and drop automation activities from the catalogue, configuration of required properties, and creation of automation sequence for business use cases. Creation of dynamic automation sequences using several automation activities that includes huge catalogue of browser, files, and folders, excel, mail, FTP, Date and Time, and Error Handling activities
- **Web and Windows Recorder:** Mimicking human actions and creating automation scripts in a no-code way, thereby empowering business users to create bot scripts of their own
- **Control Center:** Configuring and monitoring machines, bots, jobs, vaults, and users in real-time. Enabling automation managers to manage the overall bot execution, performance, bot licensing, and data security in an organized way
- **Document Management Automation Activities:** A bot can get and add documents under Newgen's native DMS without any need of UI-based automation
- **Cognitive Capabilities:** Leveraging in-house cognitive bots for document classification, data extraction, sentiment analysis, and email classification to avoid rework. Automatically routing customer complaints and requests to the right department
- **Two-fold Exception Handling:** Using RPA script designer error handling activities along with iBPS exception handling mechanism to manage exceptions in a cost-effective way

# Newgen's Four-step Approach to Strengthening the RPA Ecosystem

## Process Diagnosis

Diagnosing as-is process consuming historical data and using an analytical engine. Identify bottlenecks where you can place bots or knowledge workers as per the complexity of a task

- Create a real-world business scenario
- Simulate as-is process
- Dissolve bottlenecks
- Rerun simulator to monitor if bottlenecks could be removed

A bot-enabled business process model is prepared for its actual deployment. Bot script can be designed using our low code script designer

- Process designing via Newgen OminFlow iBPS modeler
- Automation scripting via Newgen RPA script designer
- Alerts and business exceptions configuration
- Scripts movement in the production environment
- Performance check during production

## Bot Design and Development

## Bot and Process Management

With bots in action, the production environment is controlled via the control center. Job scheduling and performance of different tasks by the bot within different processes can be managed and controlled with the help of the control center

- Configuration of new bots
- Bots integration with the created scripts
- Turning bots off/on as per business requirements
- Production scale up/down by adding/removing bots
- Bots' efficiency checks to monitor overall process health

Operation managers derive insights to assess if they could accomplish broader digital transformation goals

- Business activity monitoring for reports generation
- Identification of data points, such as time allotted vs time taken by bots in completion of task(s)
- Historical comparison via rules/filters and bars/graphs

## Impact Analysis

# Newgen's RPA Offerings for Processes Across Industries



## Banking & Finance

- Account Opening
- Lending
- Trade Finance
- Compliance and Reporting
- Payments
- Dispute Resolution
- ATM Reconciliation
- Remediation



## Insurance

- New Business
- Underwriting
- Claim Processing
- Policy Servicing
- Sanctions Check



## HealthCare

- Provider Contracting
- Provider Servicing
- Complaints, Appeal, and Grievances
- Provider License Verification
- Mobile Medicare Enrolment



## Government

- E-Gov Office
- Social Governance
- Mobile Governance
- Case Management



## Shared Services

- Account Payables
- Account Receivable



## Others/Cross Industry

- Contract Lifecycle Management
- Enterprise Service Management

## 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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