

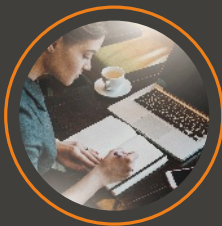


# **OmniDocs Contextual Content Services Platform**

**Newgen's OmniDocs Contextual Content Services (ECM)** platform enables end-to-end management of enterprise content, from origination to disposition. It connects content and processes with context and enables organizations to go digital.

The platform offers smart tools to capture content from multiple sources, manage it in a secure centralized repository, and make information accessible across content-centric processes. It offers flexibility to access or deliver content via mobile and cloud, creating a highly connected and digital workplace. Furthermore, it helps enterprises mitigate business risks by ensuring compliance with various regulatory requirements and securing business business-critical information.

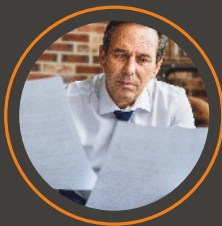
## The Need for Contextual Content Services



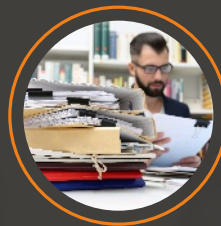
**High volume of mismanaged content**



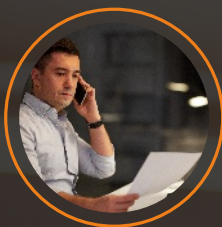
**Difficult to store and manage paper-based documents**



**Lack of compliance with various regulations**



**Inability to find the right content at the right time**



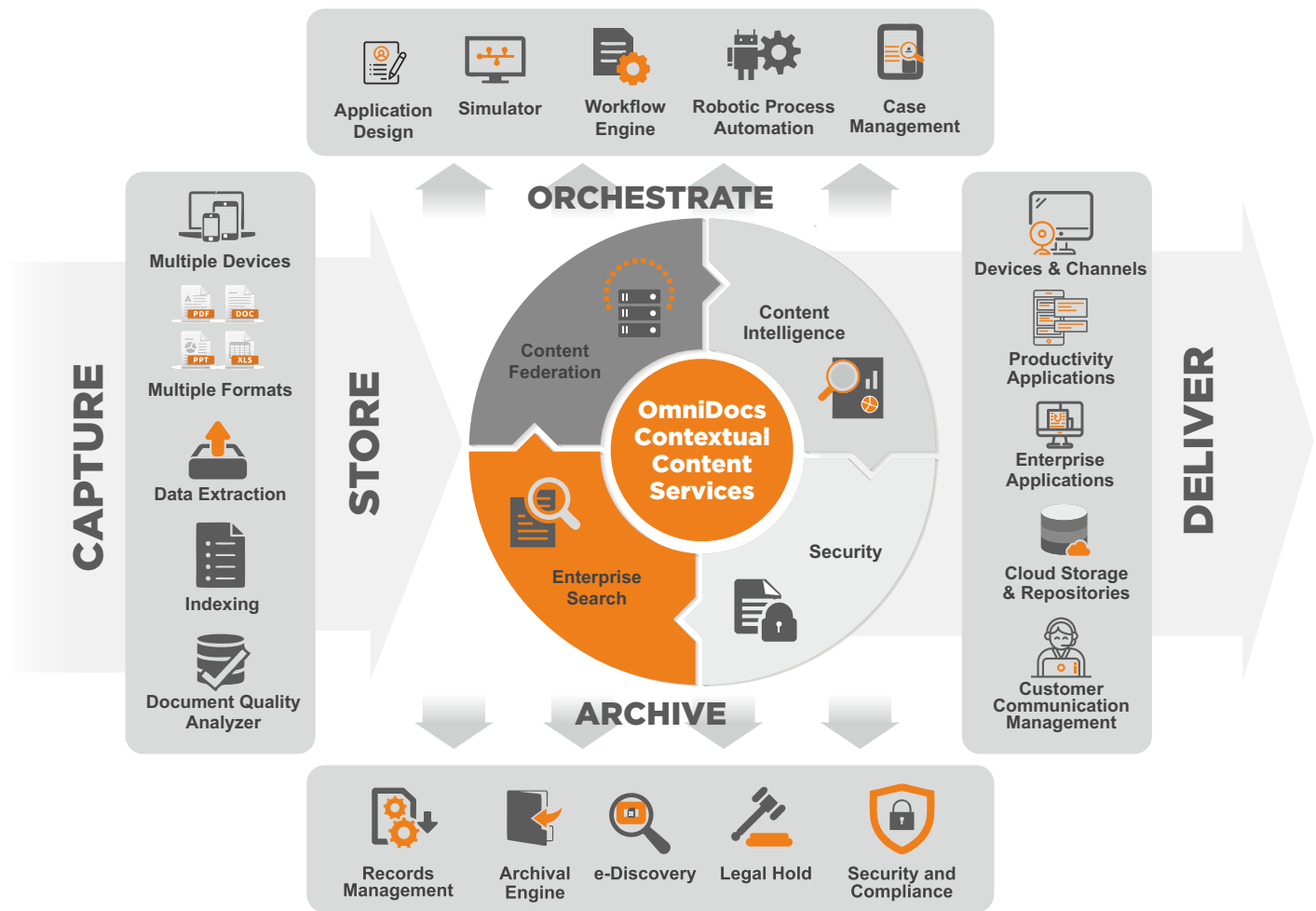
**Critical business data remains hidden in content**



**Lack of a single interface for accessing content**



# Newgen Contextual Content Services



Newgen positioned as a

# "Leader"

in The Forrester Wave™:  
Content Platforms, Q1 2025



# Contextual Content Services and Its components





# Content Capture and Extraction

Newgen contextual content services platform offers a host of imaging, capture, and data extraction tools that enable organizations to capture content generated across multiple channels and content sources.

## OmniScan

- Production-grade batch scanning solution that enables users to capture high-volume enterprise content and convert it into actionable data
- Digitize paper-based processes and documents for easy processing and management
- Scan documents from any device via built-in apps and web interfaces, and in any format using pre-defined document templates
- Enhance scanned images with document quality analyzer (DQA) technology
- Scan documents in any format using pre-defined document templates
- Compress and transform content while improving quality
- Capture content securely through authentication and role-based access
- Ensure standardization and provide detailed audit trails through uniform information management policies
- Identify and extract complex data formats with advanced recognition technologies, such as OMR, ICR, barcode recognition, MICR, and more
- Enhance data extraction accuracy by learning from processed documents
- Enable faster data extraction with automated interfaces and ensure data accuracy by verifying unrecognized and recognized data
- Leverage pre-configured document types to enable quicker implementation
- Extract information from large volume of documents across various business processes
- Gain insights into various stages of the extraction journey with web-based reports

## OmniXtract

- Leverage a "no-code" interface for defining different document layouts across multiple processes





## Content Processing and Storage

Enable effective management of documents with content-centric workflows, a well-integrated content repository, a document viewer, intuitive search, and annotation capabilities.

### Content Management

- Get a 360-degree view of stored content and related activities through the dashboard. Enable role-based access to documents and searches, pending tasks, alarms, reminders, etc.
- Integrate with video conferencing tools like MS Teams. Import content from MS Teams to OmniDocs repository, share content stored in OmniDocs in MS Teams chats and initiate video calls from OmniDocs app
- Share content securely with external users through password-protected links
- Manage content with capabilities including annotations, versioning, check-in/check-out, and online/offline document access
- Track activities at the document and folder level with comprehensive reports and audit trails
- Organize documents per business needs and get a personalized view of content
- Collaborate with stakeholders using

document and folder-level notes and annotations

- Maintain confidentiality and integrity of records with secured access to content per the defined security guidelines
- Manage digital assets, such as videos and audio files, through easy acquisition, classification, storage, retrieval, and export
- View multiple document types, including JPG, TIF, BMP, GIF, image PDF, PNG, ICO, and HTML
- Stream videos seamlessly with the integrated streaming engine
- Connect disparate content sources and repositories for federated content management

### Enterprise Search

- Search information with advanced and intuitive search capabilities, such as full-text, index-based, folder, and document search, as well as auto suggestions, faceted search, hit highlighting, and more



- Filter through search results using dynamically created facets based on entities, keywords, dataclass, notes, annotations, etc.
- Sort through connected repositories and content management systems with the federated search capability
- Search for documents and records, including audio and video files, or social media posts

## Intelligent Document Classification

- Auto-classify documents based on structural features (layout-based document classification), textual features (content-based document classification), or both
- Enhance classification accuracy with trainable, machine learning technology

- Enable accurate document classification and categorization with a language-agnostic technique
- Create and train new classification models using a low code model training tool (CognIT)

## Document-centric Workflows

- Enable faster processing of documents
- Automate linear workflows for document processes, such as maker-checker and approval/ rejection
- Collaborate and verify documents collected from multiple data sources
- Maintain a central library for business process-related documents

## Process Orchestration

Streamline content across the enterprise by leveraging Newgen Low Code Process Automation platform. Manage document-centric processes, from the point of content origination to the final output, while interfacing with multiple enterprise applications and systems.

## Intelligent Process Automation

- Create responsive web applications using easy point-and-click configuration options
- Model processes with a user-friendly, web-based drag-and-drop process designer
- Facilitate real-time collaboration for process designing, simulation, and other related activities
- Design and manage semi-structured to completely dynamic processes with support for both design-time and run-time case management capabilities
- Configure complex business rules through simple if-else logic and decision matrices with a no-code web interface
- Monitor activities with personalized dashboards, drill down information for root cause analysis, and make informed decisions based on historical trends

## Robotic Process Automation (RPA)

- Enable 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 monitoring of bot processes or work steps through the RPA control center
- Design RPA automation sequences for web, file, and Excel automation
- Get insights into the historical performance of processes through a visualization dashboard to track key performance indicators (KPIs)
- Discover operational inefficiencies by using heatmaps to visually identify process bottlenecks, delayed activities, and demand spikes
- Predict the impact of real-life strategic and tactical changes by simultaneously running multiple scenarios based on different what-if conditions for optimizing costs and process KPIs, as well as analyzing different scenarios before deployment

## Process Insights

- Set up complex real-world business scenarios using the no-code web interface
- Optimize resource utilization with system-based recommendations to reduce costs and meet service-level agreements (SLAs)





# Record and File Archival

Comply with regulatory and governance policies for long-term archival of physical and electronic records with Newgen's Record Management System. The system is certified by DoD 5015.2, VERS, and by the National Records and Archives Authority (NRAA) of the Sultanate of Oman.

## Records Management

- Manage electronic records and physical files from generation to disposition and keep track with extensive reports and audit trails
- Comply and adhere to regulatory requirements and internal record management policies
- Trigger actions, such as verification, disposition, and more, according to defined record policies
- Ensure secure access to records with assigned rights for search and retrieval
- Apply comprehensive search on fileplan, electronic, and physical records
- Ensure business continuity by managing vital records
- Preserve company knowledge and facilitate e-discovery and legal holds

## Social Records Management

- Manage social media records across Facebook, Twitter, LinkedIn, and other social channels
- Archive social records with defined retention and disposition policies, as well as classification schemes
- Access information by searching through various social media conversation threads
- Enable specialized handling of social media content for size optimization and scalability

## Enterprise Content Archival

- Enable rule-based archival of e-mails from Microsoft Exchange and Lotus Notes e-mail servers
- Archive documents and forms from SharePoint libraries
- Compress (up to 90%), archive, and distribute reports across the organization
- Allow users to instantly search and retrieve reports in real-time

# Information Delivery

Break information silos by seamlessly delivering contextual content to employees and teams working on different business processes and systems. Newgen Contextual Content Services platform easily integrates with other business applications, tools, repositories, cloud storage systems, and customer communication platforms. The platform allows for easy access and delivery of content, within and outside the organization.

## Devices and Access Channels

- Make content available to employees across the organization through multiple devices and channels, such as e-mail, web, and more

## Enterprise and Productivity Applications

- Access content through on-premise and cloud-based business applications, such as Finacle, SAP, and others
- Allow workers to access, edit, and manage documents through productivity applications, such as Microsoft Office 365, Google Drive, and SharePoint, via OmniDocs

## Cloud Content Storage and Repositories

- Maintain a backup of enterprise content by storing the content on cloud and leveraging OmniDocs adaptors for Amazon S3, Azure Blob, Hitachi Content Platform, and Hadoop Distributed File System

## Customer Communication

## Management (CCM) Systems

- Create, manage, and distribute customer communications by streamlining the flow of content from OmniDocs to a CCM system





## OmniDocs on Mobile

Newgen offers a broad range of content management capabilities on mobile, enabling business users to:

- Capture, crop, compress, search, view, email, and delete documents on the fly
- Deliver an enhanced user experience as the system intelligently optimizes audio and video content for mobile devices
- Verify documents on the go with the checker step of OmniProcess
- Use easy search capability to quickly find related content along with facets to narrow down search results
- Validate data at the time of entering the information, reducing errors
- Leverage a light-weight app for better performance in slow network areas
- Download documents on mobile devices for reading in no-connectivity zones, ensuring offline usage
- Share documents on various social channels, such as Facebook, Twitter, WhatsApp, and others

## OmniDocs on Cloud

Newgen Contextual Content Services platform, deployed on cloud, is a cost-effective alternative to traditional document management. The cloud applications enable a seamless flow of content across the organization, allowing users to access content anytime-anywhere.

- Ensure fool-proof disaster recovery
- Start with a minimal investment and scale with a pay-as-you-go model
- Break silos and enable a seamless flow of information across geographically dispersed teams
- Comply with enterprise-grade SLAs and major security and regulatory standards
- Provide support for streaming video files through Amazon CloudFront, in case of AWS S3

## OmniDocs Microservices

Leverage various content microservices to seamlessly integrate Newgen's OmniDocs Contextual Content Services platform with business and productivity applications. Enable users to execute administrative tasks, perform document and folder operations, and manage high velocity documents, messages, videos and other rich content along with their metadata.

- Manage large volume transactions by leveraging microservices deployed on separate containers
- Reduce costs and time by scaling only the required services/functions instead of the entire application
- Leverage Kubernetes to eliminate manual processes involved in deploying and scaling containerized applications
- Eliminate single-point failures through distributed microservices-based architecture

## Why Newgen Contextual Content Services?

- Ensure end-to-end management of enterprise content from digitization, storage, orchestration to archival
- Improve customer experience through faster and personalized responses by accessing the right information at the right time
- Enhance productivity through delivery of contextual content to workers beyond the boundaries of workplace
- Ensure compliance and document security through standardization, security by design, and robust records management
- Get better ROI by making a one-time investment in the platform and by leveraging it across multiple business systems and applications
- Improve efficiency and ensure smarter decision-making through intelligent content classification
- Build "fit-for-purpose" content services applications per business needs

*"Golomt Bank has been using Newgen's ECM platform since July 2017 and it has really helped us during COVID-19. We have been able to maintain business continuity despite the work from home situation. All the documents that we require are available anywhere, anytime."*

**Battsengel Oidov**  
Director IT,  
Golomt Bank

### 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 more details, visit [www.newgensoft.com](http://www.newgensoft.com)

### FOR SALES QUERY DIAL

AMERICAS: +1 (202) 800 7783

CANADA: +1 905 361 2824

AUSTRALIA: +61 290 537 174

INDIA: +91 11 40773769

APAC: +65 3157 6189

MEA: +27-11-461-6497

EUROPE: +44 (0) 2036 514805

**WRITE TO US**  
[info@newgensoft.com](mailto:info@newgensoft.com)

