



ZapIn Mobile Capture

Capture On-The-Go

Empowering Business Executives on-the-move to deliver prompt customer service

Overview

In this current world of “instant coffee” and short attention spans, customers have developed an intrinsic need for products and services that provide “instant” gratification. This becomes even more apparent in the Banking and Finance Industry where customer service is highly document intensive and process cycle times takes multiple days. Such a scenario does not really bode well for this “instant” culture.

The primary challenge faced by field executives in delivering effective customer service, for e.g. in Customer On-Boarding, is getting paper from the point of initiation to the point of processing center. Typically the information gets captured on a physical application form. It then gets submitted to a branch from where it gets couriered to the processing center and then finally it gets processed. Improper filling, missing supporting documents and loss in transition add to the turn-around-time for the process. Capturing Information at Point of Customer Contact and initiating its processing in real time is a challenge both in terms of time and cost.

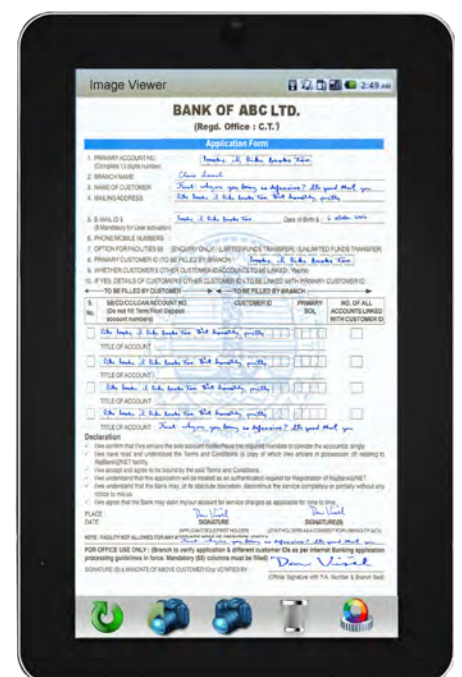
Newgen Software has made a pioneering foray into Mobile Capture Technology to bridge this gap between service delivery timelines and customer expectations. Mobile Capture is a revolutionary technology that allows the business executive to capture physical application forms and supporting documents along with the key metadata and initiate the process instantly.

Our new innovative patent pending offering ZapIn, is a multi-platform mobile application that allows field executives to capture information and initiate its processing, in real time, at the point of customer contact. The tangible benefit of this breakthrough technology has already found instant applicability in Banking, Insurance, Telecom and Logistics verticals. Given the potential this technology holds, it is bound to become an imperative tool for mobile business executives.

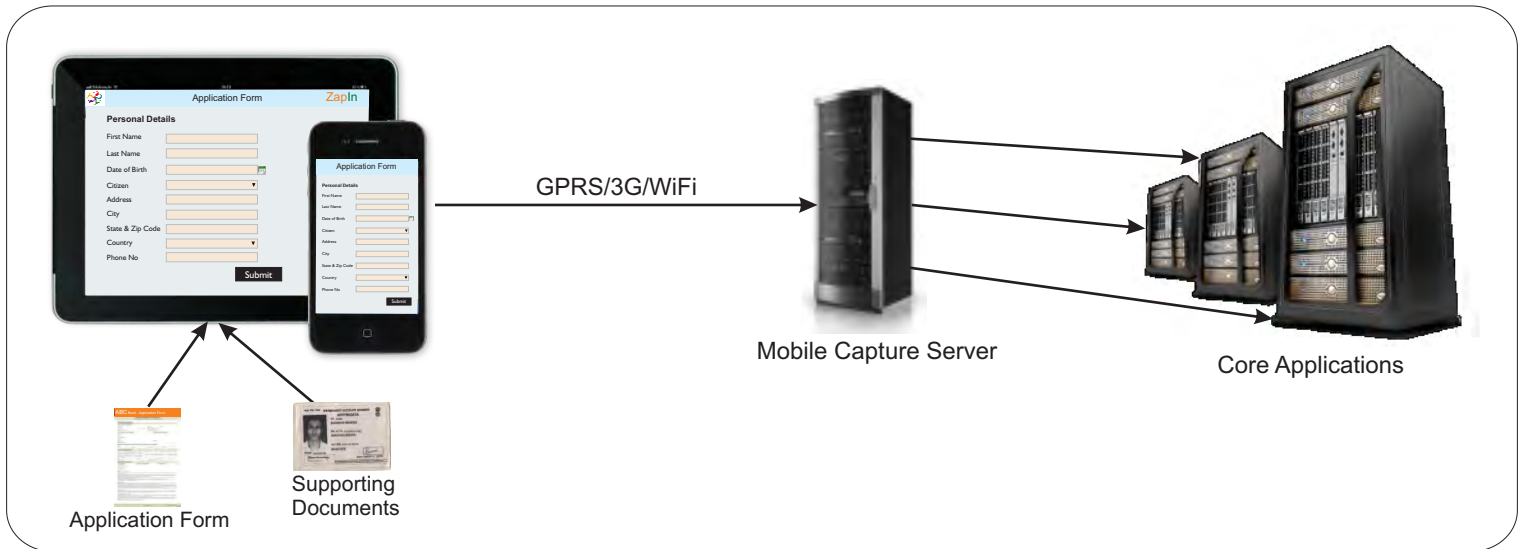
ZapIn – Newgen's Mobile Capture Application

Newgen has developed an innovative Mobile Capture Enterprise Application “ZapIn” that revolutionizes the way data gets captured. ZapIn helps business executive on-the-move, to capture customer information while he is face-to-face with the customer and instantly initiate its processing at the back-office. ZapIn is available both on Mobile phones and Tablets.

Now a bank agent or officer can go to the customer's door step, acquire and submit Account opening or Loan Application or Credit Card form using Mobile/Tablet devices. Depending on the application, certain key fields can be entered and Images of Application Form, KYC Documents can be taken using the built-in camera and sent using a GPRS/3G connection to the back-office.



The key to the application is our advanced image processing that ensures high quality images and minimal size making it viable to be transferred over a GPRS/3G network. Further the application ensures First-Time-Right by enforcing business rules and logic so that all key information and documents are captured properly before the process gets initiated. ZapIn is a highly secure application as it encrypts all data that gets transferred over the network. Only registered Mobile/Tablet devices are allowed to communicate with the ZapIn server ensuring safety and security of customer information.



Key Benefits

- Drastic reduction in Business Process Cycle Time
- Customer Delight of getting serviced at point of contact
- Better Productivity
- Built-in rules to ensure First-Time-Right and no rework
- Secure Data and Documents
- Ensuring Compliance
- Cost Savings
 - o No Scanning required
 - o Reduced courier cost
 - o Duplicity and Storage Costs

Features

- Advanced imaging for
 - o Capturing high quality application form and supporting document images
 - o Creating highly compressed images for efficient network usage
 - o Image enhancements
 - o Barcode recognition
- Built-in checks and validations for key form fields
- Easy integration with third party applications
- User-Friendly and fully configurable Interface
- Data and Image Encryption
- Single/Bulk upload
- Available on Android/iOS

About Us

Newgen Software Technologies Limited is the market leader in Business Process Management (BPM), Enterprise Content Management (ECM) and Customer Communication Management (CCM) with a global footprint of 850 installations in over 45 countries with large, mission-critical solutions deployed at the world's leading Banks, Insurance firms, BPO's, Healthcare Organizations, Government, Telecom Companies & Shared Service Centers.

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