

# Newgen **Digital Transformation Platform** for Industry-specific Needs

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*Automate with our industry-specific applications, built on a low code platform*



The background of the slide is a dark, abstract image. It features a grid of binary code (0s and 1s) in a light gray color. Overlaid on this grid is a faint, stylized bar chart with several vertical bars of varying heights. The overall aesthetic is technological and data-driven.

## **Newgen's low code digital transformation platform**

enables end-to-end customer journeys and drives enterprise-wide transformation.

The platform helps organizations, like yours, to manage your **processes (BPM)**, **content (ECM)**, and **communication (CCM)** with its flagship products and industry-specific applications.



Employees



Customers



Partners

## Business Applications

Integration Ecosystem

Multi-experience UX

Intelligence, Automation, and Analytics

Low Code Application Development

Business Process Automation (OmniFlow iBPS)

Content (OmniDocs) + Communication Services (OmniOMS)

Cloud Deployment

# Newgen Digital Transformation Platform

## Enabling Digital Transformation Across Industries

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We possess multi-vertical industry expertise and provide purpose-built applications to meet the requirements of many different verticals.





Newgen's applications cater to both consumer and commercial banking. Our applications help financial institutions streamline account opening, loan origination, and trade finance processes. Using these applications, financial institutions can achieve **a faster-go-to-market, stay on top of regulations, dismantle operational silos, and integrate with legacy and third-party applications.**

## Software Applications for Financial Institutions

### Account Opening

- Accelerate customer acquisition, optimize cost per acquisition, and deliver a superior experience
- Offer a simple interface for customers to pause and resume the application, without losing their data
- Up- and cross-sell products dynamically

### Lending

- Bridge silos and unify front- and back-office operations
- Cater to all kinds of loans, including retail, SME, commercial, mortgage, and SBA
- Ensure compliance with regulatory requirements

### Trade Finance

- Automate and centralize standard processes, including the export and import of documentation, negotiation, quotation, and remittances
- Ensure adherence to service level agreements and regulatory requirements by implementing checklists, efficient tracking of credit documents, and internal controls
- Offer improved customer experience and extend trade finance services to low volume branches

Volume Units 1





# Software Applications for Financial Institutions

## Payments

- Automate payment-specific processes with our unique solutions
  - Check truncation system (CTS)
  - Signature verification system
  - Automated clearing house
  - Post-date check management system (PDCMS)
  - Mobile check capture system

- Empower employees with the tools to digitally capture images and process checks in a paperless environment
- Increase efficiency and accuracy, and deliver a seamless customer experience across all channels and devices

## Compliance and Reporting

- Ensure compliance with various regulatory and internal requirements
- Automate end-to-end compliance and reporting processes to increase visibility, guarantee data security, and stay future-ready



Newgen's applications for government organizations are designed to help government agencies extend citizen services and **enhance citizen engagement**, all while facilitating **seamless collaboration** and **faster roll-out** of government schemes. Our applications allow for responsive and futuristic governance by enabling government agencies to migrate their services to the cloud and leverage the power of **social and mobile computing**.

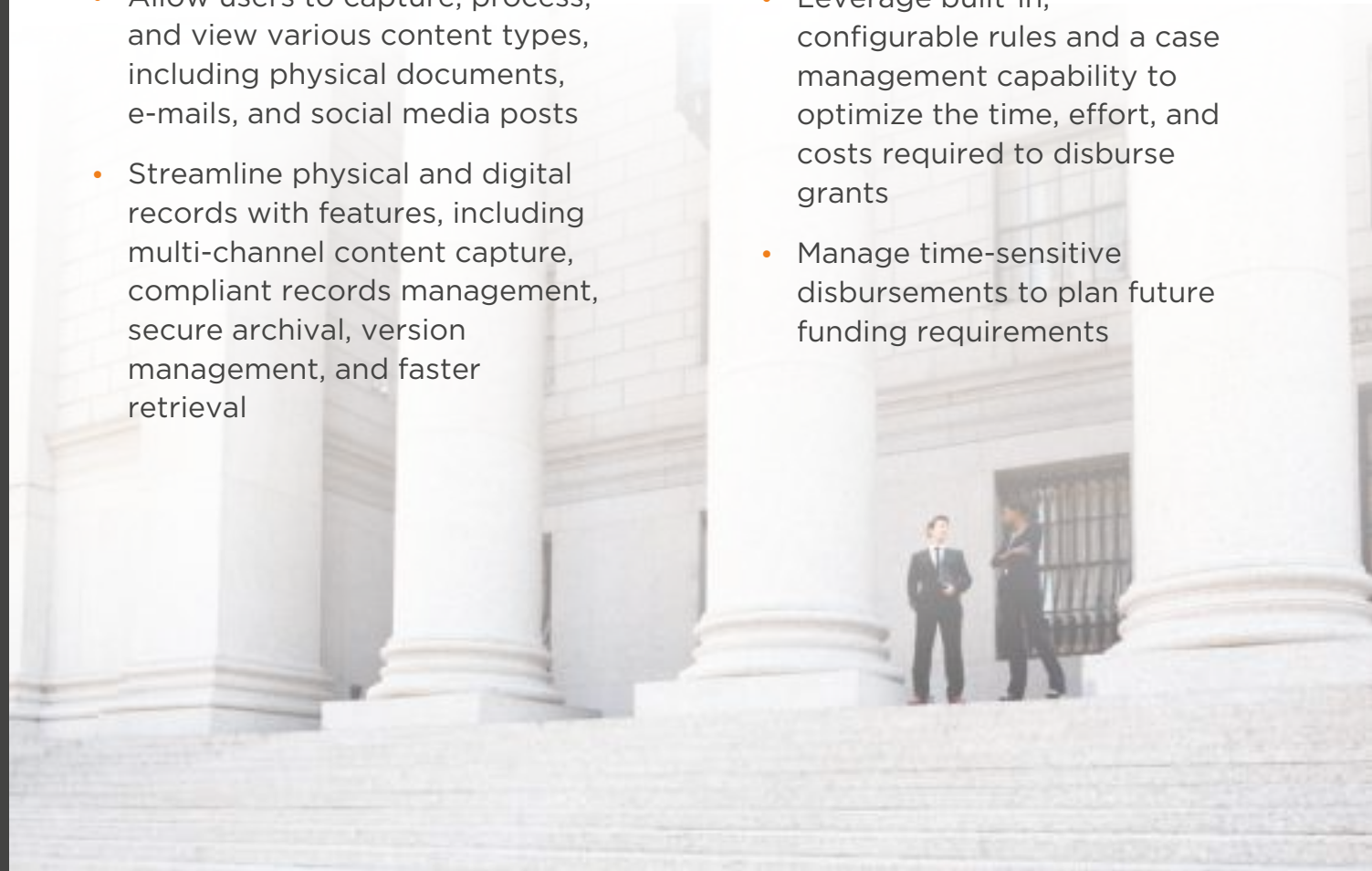
## Software Applications for Government

### Electronic Document and Records Management System (EDRMS)

- Enable content lifecycle management, from creation to disposal, to ensure effective service delivery and public accountability
- Allow users to capture, process, and view various content types, including physical documents, e-mails, and social media posts
- Streamline physical and digital records with features, including multi-channel content capture, compliant records management, secure archival, version management, and faster retrieval

### Grants Management

- Standardize and automate the grant lifecycle, from receiving an application and verifying the applicant's eligibility, to monitoring work after the grant is awarded
- Leverage built-in, configurable rules and a case management capability to optimize the time, effort, and costs required to disburse grants
- Manage time-sensitive disbursements to plan future funding requirements





# Software Applications for Government

## eGov Office

- Establish a paperless, digital environment
- Transform Government to Citizen (G2C), Government to Business (G2B), and Government to Government (G2G) processes
- Enable file and correspondence management, query and request management, knowledge management, and committee and meeting management

## Citizen Services

### Citizen Services Automation

- Enable efficient service delivery and end-to-end automation of citizen-centric services
- Retain strategic control over critical documents
- Become more citizen-centric by delivering citizen services anytime, anywhere

## Mobile Governance

- Provide uninterrupted services, empower officials, and create a responsive environment with rapid application development
- Offer advanced imaging capabilities for capturing high-quality images
- Ensure data security with features, such as encryption and two-factor authentication

## Social Governance

- Capture and process service requests generated on social media platforms such as Facebook, Twitter, LinkedIn, etc.
- Monitor social media pages and view and reply to social messages
- Auto-classify posts and archive them per regulatory policies

## Digital India

- Automate government processes by leveraging new-age technologies to improve accountability, efficiency, and visibility across all departments and touchpoints
- Empower employees with easy and secure access to information, anytime, anywhere
- Streamline key government processes and deliver seamless experiences to citizens





Newgen's insurance-specific applications streamline and centralize key insurance functions, including customer onboarding, claims processing, underwriting, and policy administration. Our applications enable you to **reduce time to market, ensure accurate underwriting, manage risk, and deliver a consistent, omnichannel customer experience** across the life, health, and general insurance coverage areas.

## Software Applications for Insurance Firms

### Policy Underwriting

- Expedite proposal processing by issuing policies instantaneously with zero underwriting errors
- Ensure the smooth conversion of quotations into proposals, deliver a superior customer experience, and shorten the prospect to customer lifecycle
- Meet regulatory requirements and adapt to dynamic business needs

### Policy Servicing

- Automate the customer service request lifecycle, from receiving and addressing requests to revising the insurance policy and generating an endorsement letter
- Enable omnichannel service request initiation and automatic allocation of cases based on the request type

- Deliver an enriched customer experience by allowing users to quickly respond to policy-related service requests

### Claims Processing

- Enable omnichannel intimation of the first notice of loss, fraud detection, claims adjudication, and claims settlement
- Increase process efficiency and standardization by digitizing manual tasks and reducing human intervention
- Address various claim types, such as death and maturity claims, while improving regulatory compliance and eliminating non-compliant penalties



Newgen's applications for shared services centers (SSCs) and BPOs help to streamline your processes across multiple functions, including finance and accounting, human resources, and supply chain management. Our applications focus on **increasing internal productivity and efficiency, ensuring continuous improvement, and creating value through standardization,** increased straight-through processing, and reduced business risk.

## Software Applications for Shared Services and BPOs

### Finance and Accounting

#### Procure-to-Pay

- Streamline the end-to-end process, from purchase request and vendor selection to final invoice generation and disbursement of payments
- Leverage a unified interface and integrate with different ERPs to gain visibility into the transaction lifecycle and reduce the risk of fraud and inefficiency

#### Order-to-Cash

- Automate sales order processing, from order initiation and fulfillment to payment reception
- Enhance cash flow predictability and improve operational efficiency with a built-in accounts receivable (AR) management system
- Improve process performance, agility, and SLA adherence, with features including document storage, email-based capture and approval, real-time exception alerts, and interactive dashboards

#### Record-to-Report

- Ensure access to relevant and accurate financial information, and facilitate strategic and timely decision-making
- Process and streamline existing transactional data to offer visibility and insights into your financial performance
- Achieve operational efficiency with unique features, including automated alerts and reminders, turnaround time management, multi-level approval, and audit mechanisms

#### Fixed Assets

- Manage customers' fixed assets with complete visibility into the management process, from commission to disposition
- Digitize, record, and maintain asset details and relevant documents in a central repository, eliminating the dependency on physical records



# Software Applications for Shared Services and BPOs

- Generate reports on asset status, especially related to aging and depreciation, and get status updates with rule-based alerts

## Master Data Management

- Ensure data and information consistency across channels, applications, and third-party systems by curating and managing master data
- Empower users to create, manage, and delete master data tables per their business needs
- Manage data centrally by enforcing governance policies across various organizational departments and functions

## HR Operations

### Employee Onboarding

- Offer a smooth onboarding experience to new hires
- Streamline the end-to-end hiring process to bridge functional silos and to track and manage applications across channels
- Minimize turnaround time and enable dynamic approval routing through seamless integration with backend ERPs, HRMS, and other systems of record

### Employee Management

- Manage employee-related processes and gain visibility into the human resource (HR) system, from payroll and performance management to requests and complaints management

- Leverage a unified interface and empower HR teams with omnichannel access to relevant employee information

### Employee Offboarding

- Transform standard operating procedures and maintain a time-sensitive transactional checklist for smooth offboarding within the employee's notice period
- Allow users to efficiently complete the full and final settlement and comply with the employment agreement clauses without missing any deadlines
- Capture cessation reversal and undo separation formalities in case of a successful exit negotiation



# Software Applications for Shared Services and BPOs

## Supply Chain Management

### Order Fulfillment

- Manage the complete order fulfillment process, from receiving and processing to delivery, while complying with standard operating procedures
- Handle discrepancies and exceptions while increasing the productivity of business users and overall profitability

## Export-Import Documentation

- Enable the movement of imported and exported goods in perfect order by ensuring seamless collaboration with intermediaries and regulatory bodies
- Minimize risks and avoid penalties by ensuring that shipments are processed in time, per the agreement
- Ensure compliance with dynamic business requirements and regulations

## Contract Management

- Streamline the contract lifecycle, from managing clauses and templates to enabling seamless integration with other systems
- Minimize the risk of business losses and penalties by managing contracts and clause updates
- Facilitate contract archival, based on the renewal lead-time, and ensure easy retrieval



SSC





Newgen's applications for enterprise service management enable you to deliver an **unparalleled service experience to internal and external customers, including partners, suppliers, employees, and other stakeholders.** Our applications allow you to manage a broad range of service requests, such as sending updated information, updating transactions, and making complex business decisions.

## Software Applications for Enterprise Service Use Cases

### Customer Service

- Configure and modify customer service request processes to ensure high levels of customer engagement
- Streamline case resolution by enabling omnichannel customer interactions, quick turnaround times, and exception and escalation management

### Employee Service

- Record, track, and resolve employee service requests
- Manage service requests for activities, including investigation, arbitration, grievances, litigation, appeals, and ethics
- Empower caseworkers to effectively handle complex and unpredictable service requests with contextual content and smart analytics

### Sales Process Automation

- Automate and streamline the sales process to increase the productivity of the sales team, thereby rapidly converting more opportunities into deals
- Leverage workflow automation, document management, social engagement, mobility, and integration tools to empower your sales force

### Financial Statements Close Process

- Gain holistic control of all financial close activities to manage the financial closure
- Ensure real-time visibility and access to relevant information
- Receive alerts and notifications to drive immediate actions or corrective steps

## What Our Customers Say About Us

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"I just wanted to take a moment to thank everyone at Newgen for helping LCNB National Bank for the SBA PPP loan processing. Your assistance greatly enhanced our efficiency and allowed us to wrap up funding for small businesses who were relying on us to get their money quickly. I now look forward to working with Newgen on the next piece of the puzzle which is loan forgiveness."

**Matt Layer, Chief Lending Officer  
LCNB National Bank**



"Adopting to the Newgen platform has helped us tremendously in terms of the lead time in processing an application. What used to take almost 2 weeks earlier now takes around 2-3 days to close. Additionally, it has helped us transform digitally. We are much more in control of our processes and have enhanced visibility on performance."

**Gopinath Pillai, Director – CLAS Singapore  
Law Society of Singapore**



"We were planning to start a shared services center and were looking for a reliable partner. Newgen helped us on this journey. Newgen with its rich experience helped us in choosing the right product and implementing it."

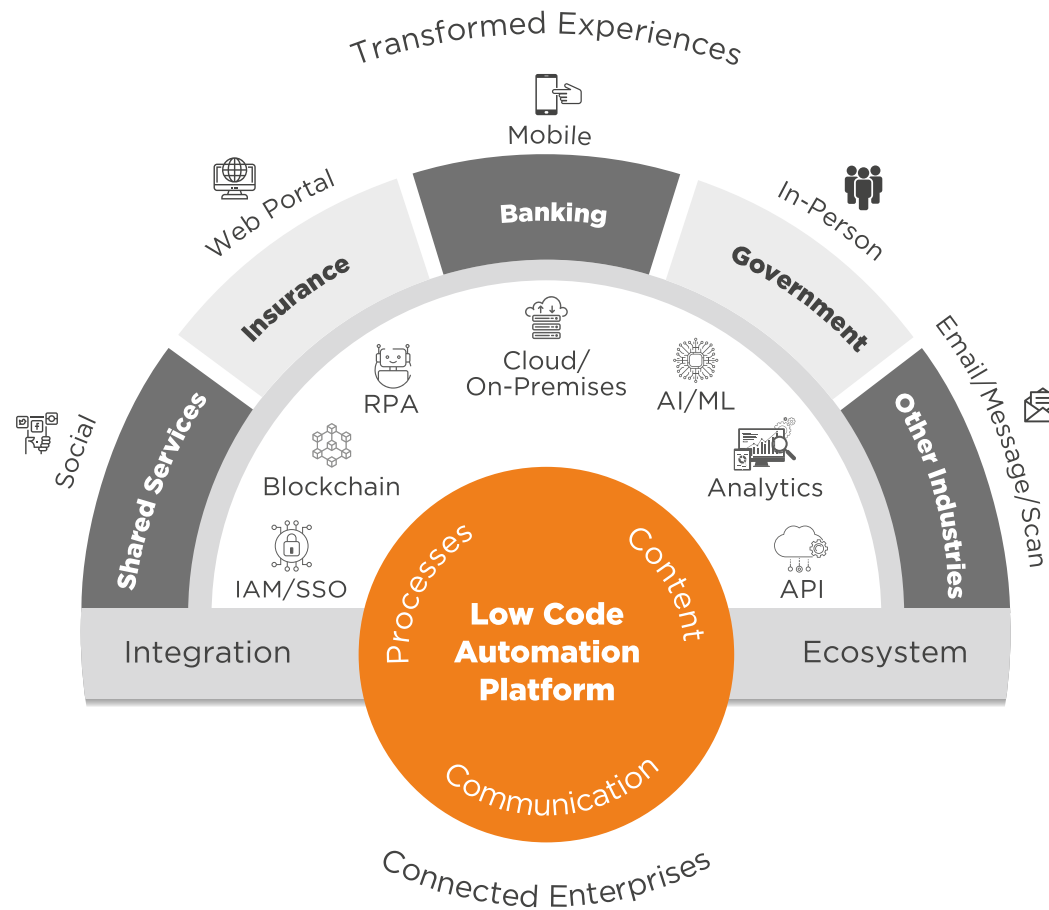
**Spicer India Pvt. Ltd**



"Newgen helped us in moving from traditional to digital process and meeting our SLAs."

**Family Health Plan Insurance, TPA Limited**





## 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 SALES QUERY

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