

A conceptual image showing a hand holding a glowing lightbulb, which is surrounded by a complex, glowing orange digital network of nodes and lines. The lightbulb is positioned above a horizontal line, possibly representing a screen or a base. The background is dark, making the glowing elements stand out.

# Newgen **Digital Transformation Platform**

# Newgen Digital Transformation Platform

**Enable low code application development for speed and agility.**

Newgen's low code digital transformation platform integrates various capabilities needed to build business applications across the spectrum through our proven products in intelligent process automation (BPM), contextual content services (ECM), and omnichannel customer engagement (CCM).

The platform helps you transform experiences by bridging (process, content, and communication) silos. And, offers agility for sustainable and continuous improvement, thereby future-proofing your enterprise. Furthermore, it offers new-age capabilities, such as mobility, social, analytics, cloud, robotic process automation, and artificial intelligence, that accelerate your digital journey and help you remain current and competitive.

## The platform delivers:

### **Rapid Application Development**

Empower employees to develop applications and facilitate change with flexibility and configurability, ensuring business continuity

### **Intelligent Automation**

Enable end-to-end automation and continuous process improvement

### **Omnichannel Engagement**

Deliver superior customer experience with 360 degree view of customers' information

### **Contextual Information**

Build a digital workplace with information intelligence while demonstrating compliance



Globally, organizations across industries leverage **Newgen's low code digital transformation platform** to enable end-to-end customer journey and drive enterprise-wide transformation.



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



# Core Components of Newgen's Platform

Intelligent Process  
Automation (BPM)

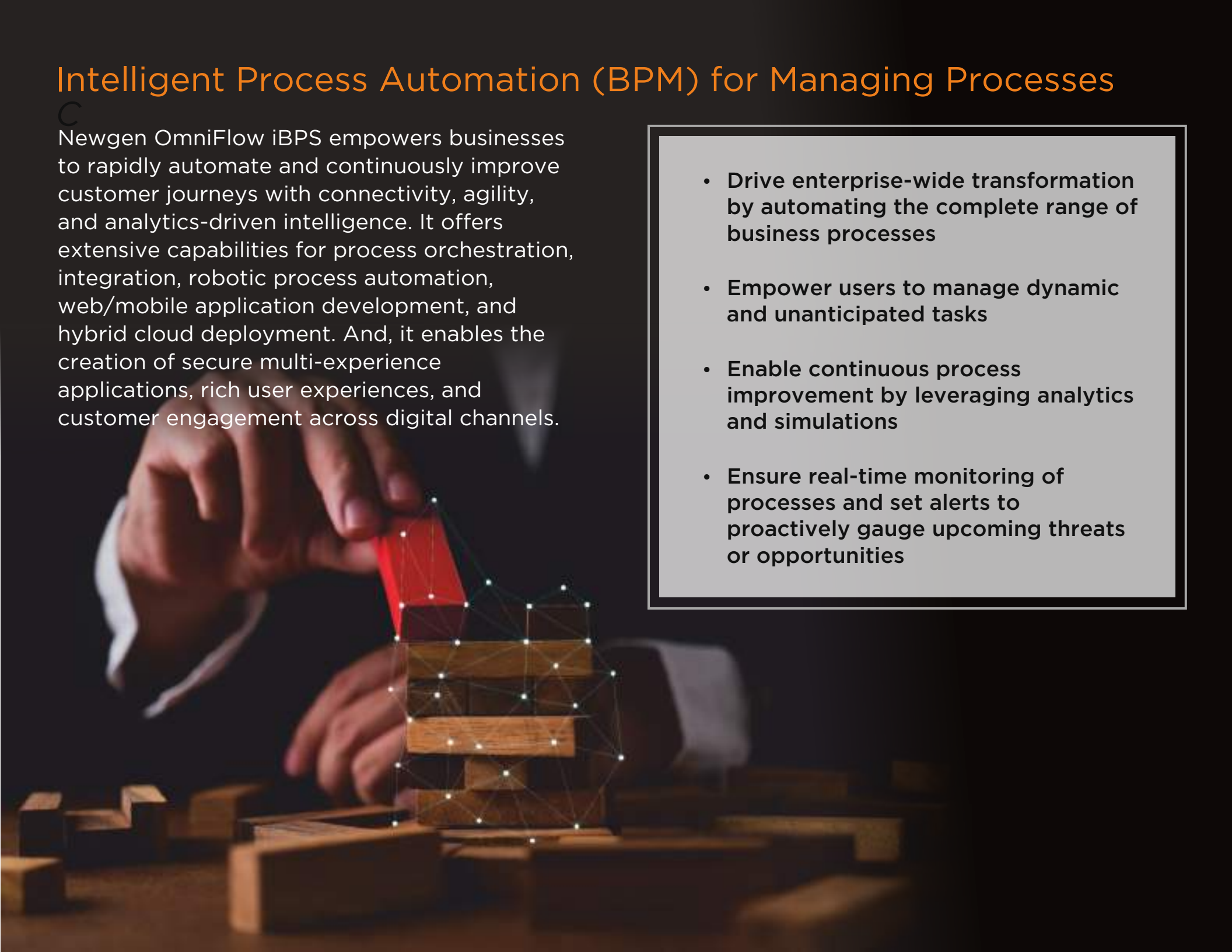
Contextual Content  
Services (ECM)

Omnichannel Customer  
Engagement (CCM)

# Intelligent Process Automation (BPM) for Managing Processes

Newgen OmniFlow iBPS empowers businesses to rapidly automate and continuously improve customer journeys with connectivity, agility, and analytics-driven intelligence. It offers extensive capabilities for process orchestration, integration, robotic process automation, web/mobile application development, and hybrid cloud deployment. And, it enables the creation of secure multi-experience applications, rich user experiences, and customer engagement across digital channels.

- Drive enterprise-wide transformation by automating the complete range of business processes
- Empower users to manage dynamic and unanticipated tasks
- Enable continuous process improvement by leveraging analytics and simulations
- Ensure real-time monitoring of processes and set alerts to proactively gauge upcoming threats or opportunities





# Contextual Content Services (ECM) for Managing Content

Newgen OmniDocs empowers business users with the right content in the right context to deliver a rich customer experience. It offers capabilities for content capture, extraction, analytics, management, archival, and disposition. Furthermore, it facilitates day-to-day operations through fast and secure information access, business process enablement, and intelligent decision-making.

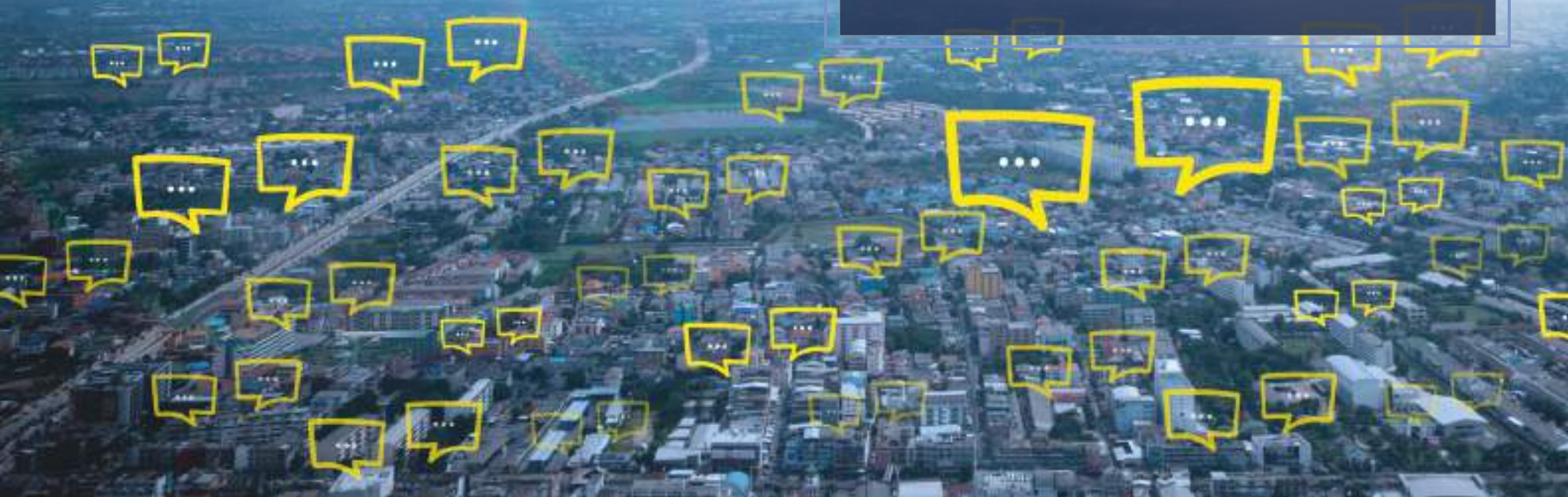
- **Capture and extract content generated across multiple channels and content sources**
- **Ensure compliance with various regulations and standards through certified records management system**
- **Access OmniDocs from any enterprise application while ensuring document security**
- **Discover and search contextual information from millions of documents in seconds**



# Omnichannel Customer Engagement (CCM) for Managing Communication

Newgen OmniOMS customer communication management suite (CCM) allows you to enhance your customer experience by delivering personalized, targeted, and consistent communications through multiple channels.

- Deliver batch, interactive, and on-demand communications
- Configure and send relevant and targeted communications based on customers' profile and preferences
- Design interactive communications using a drag-and-drop tool or by leveraging existing templates
- Enable multi-channel distribution and tracking of communications





# Newgen Digital Transformation Platform's Cutting-Edge Capabilities

## **Low Code**

Leverage a modeling-driven environment to design and develop applications rapidly with minimal coding and drag-and-drop and point-and-click configurability. Automate your operations, from simple departmental functions to complex enterprise-wide solutions, to gain business speed and agility.

## **Enterprise Mobility**

Develop, deploy, and manage highly configurable hybrid mobile apps that support various business functions. Break silos, integrate mobile processes with back-end systems, and offer a collaborative mobile environment. Using the mobility framework, you can offer services at your customers' doorstep while minimizing the process cycle times. With smart apps, your field agents can expand into new service areas, conduct instant need analysis, educate potential customers, and influence their decision making while delivering superior customer experiences.

## **Digital Sensing**

Listen to customers across channels, discover context, and initiate appropriate processes to detect business opportunities and make the most of the discovered opportunities. Our digital sensing capability combines omnichannel, analytics, business process management, and communication management capabilities directed to tap business moments and allows you to engage with your customers and prospects in the right context.



## **Robotic Process Automation (RPA)**

Leverage Newgen's RPA suite, comprising process simulator, robotic agents, robotic control center, and business activity monitor, to identify, automate, test, and measure key activities across processes. The cognitive capability of bots, achieved via machine learning and artificial intelligence, enables you to mimic human actions and deliver sound judgment without manual intervention. Further, you get complete process visibility that allows you to monitor and manage human activities, bot statistics, exceptions, queues, alerts, and others.

## **AI-driven Analytics**

Get end-to-end analytical support. Figure out what, why, and how of cases and events, make processes smarter, and empower knowledge workers. Intake data from multiple sources, analyze it in the analytics framework that has topology manager, core analytics, business analytics, model generation, and feeds processed data to other applications.

## **DevOps**

Implement changes in applications and deploy them rapidly by leveraging DevOps tools. Manage the application development lifecycle while delivering features, fixes, and updates in alignment with business objectives.

**Automate your operations by deploying our digital transformation platform, either on cloud, on-premises, or in a hybrid environment. Allow users to focus on building applications without the hassle of shifting operational requirements.**

# Industry-Specific Applications

## Financial Institutions



Newgen's applications cater to both consumer and commercial banking. The 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.

- **Account Opening** - Deliver a frictionless and personalized account opening experience
- **Lending** - Ensure scalability to cater to all loan types and future-proof your enterprise
- **Trade Finance** - Improve compliance by automating and centralizing standard trade processes
- **Payments** - Deliver fast and reliable electronic payments with foolproof security and compliance
- **Compliance and Reporting** - Improve visibility and control to mitigate risks and enable secure operations

## Insurance



Newgen's applications for the insurance industry help organizations deliver a superior digital experience to customers. The applications have been designed to ensure end-to-end automation and centralization of key insurance processes. Leveraging the applications, organizations can integrate multiple point applications, establish a seamless information flow, maintain data integrity, and become a truly digital insurer.

- **Policy Underwriting** - Execute fast and accurate underwriting using an intelligent framework
- **Claims Processing** - Minimize fraud and ensure fast and accurate claim settlement
- **Policy Servicing** - Efficiently manage requests through interactive and omnichannel policy servicing



## Government



Newgen's applications for government organizations are designed to help government agencies extend citizen services and enhance citizen engagement while enabling seamless collaboration and faster roll-out of government schemes. Furthermore, the applications enable responsive and futuristic governance by helping government agencies to move services to the cloud and leverage the power of social and mobile computing.

- **Electronic Document & Record Management System (EDRMS)** - Ensure security and accountability of documents and records
- **e-Gov Office Automation** - Deliver efficient and effective governance
- **Grants Management** - Automate the grant lifecycle for increased speed, collaboration, and standardization
- **Citizen Services** - Automate manual processes to increase employee productivity and serve citizens better
- **Digital India** - Modernize key Indian government ministries and departments to drive national digital initiative

## Shared Service Centers and BPOs



Newgen's applications for shared service centers (SSC) and business process outsourcing centers enhance their service delivery capabilities through standardization, higher straight-through processing, reduced turnaround time, and more. The applications help organizations scale the SSC maturity curve from automation, centralization to standardization, and witness continuous process improvement.

- **Finance and Accounting** - Achieve greater efficiency, improved compliance, and scalability by automating your finance and accounting processes
- **HR Operations** - Transform your end-to-end HR processes to enhance employee satisfaction
- **Supply Chain Management** - Automate your supply chain processes to gain speed and scalability

## Solving for Enterprise Service Use Cases

Address the service requests needs of your customers, partners, suppliers, and employees

- **Customer Service Management** - Respond to customer service requests with speed and agility
- **Employee Service Management** - Quickly track and resolve enterprise-wide employee requests and grievances
- **Sales Process Automation** - Empower your sales team and increase their productivity with streamlined and automated sales processes
- **Contract Lifecycle Management** - Mitigate risks, reduce costs, and ensure compliance by automating your contract lifecycle
- **Financial Statements Close Process** - Eliminate strenuous manual monitoring while gaining a holistic view of financial close activities





# Integration Ecosystem

Our comprehensive integration framework facilitates seamless integration with a wide-range of applications, from legacy applications to modern cloud-based solutions. This helps you to connect disparate data sources, enable continuous information flow across systems, and eliminate information silos.

## Plug and Play Adapters

Ready-made adapters for connecting with various applications, without coding.

<b>Productivity Tools</b>	Office 365, Google Drive
<b>Repositories</b>	SharePoint, CMIS Adapter
<b>Core Banking</b>	Jack Henry, Finacle, Fiserv, FIS, Flex cube
<b>Social</b>	Facebook, Twitter, Instagram, Whatsapp, e-mail, sms
<b>ERP and CRM</b>	SAP, Oracle ERP, Salesforce, Siebel, MS Dynamics CRM
<b>Digital Signature</b>	DocuSign, Adobe Sign, SIGNiX
<b>RPA</b>	UiPath, Automation Anywhere
<b>Credit Bureau</b>	Experian, SettlementOne, TransUnion
<b>Payment - Credit/Debit</b>	Payzeey, CardConnect, Elavon, Wausau
<b>Check System</b>	Deluxe Check Ordering System, Harland Clarke American
<b>Fraud Prevention</b>	OFAC, Deluxe Detect, FIS - OFAC Search
<b>Database</b>	Oracle, Mongo DB, MS SQL, Postgre, Azure DB, AWS RDS, Aurora DB
<b>Messaging Queues</b>	Java Messaging Service, IBM MQ

## **REST and SOAP Webservices**

The platform is built on a service-oriented architecture, which allows interaction with other applications through RESTful and SOAP webservices.

- Offers point-and-click configurations
- Supports integration with other applications, irrespective of the platform on which they are built or programming language used
- Integrates business processes with external applications, for exposing or consuming functionalities in the form of a JMS message

## **GUI Integration**

Leverage an interactive user interface to securely connect with any URL, external/internal applications, document viewer, etc.

- Unifies enterprise data stored across multiple content repositories and content management systems
- Integrates with third-party document viewer to view all document extensions
- Customize user desktops to invoke internal and external applications, based on user preferences

## **APIs based Integration**

Utilize ready-made APIs or develop custom APIs, without coding.

- Leverage XML-based workflow API to enable interfacing with the workflow engine
- Create custom APIs for connecting with external systems through Java Beans and utilize JavaScript APIs for implementing custom integrations on the form controls, UI, and workflows





## **Why Newgen Digital Transformation Platform**



**Reduce time to market**



**Deliver a consistent omnichannel  
customer experience**



**Achieve closed-loop  
intelligent automation**



**Ensure business continuity**



## 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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