

Content Management Capabilities of **NewgenONE** Platform

*for Simplified, Secure, and Streamlined Document
Management*





Overview

Businesses are generating more content than ever, driven by a hybrid work culture, stricter compliance, and the accelerated pace of digital transformation. Managing this growing volume of content across teams, systems, and locations adds several layers of complexities to the day-to-day operations. Systems often don't communicate, documents are scattered, and manual processes require constant oversight. Over time, operations slow down, compliance becomes a concern, and critical insights remain elusive. These inefficiencies cost time, money, and trust.

*Trusted by
global enterprises
for smarter
document
management*

Under the NewgenONE Contextual Content Services platform, the content management capabilities help simplify these complexities. It enables effective management of enterprise-wide content, from origination to disposition. Whether it's capturing documents, securely storing them, extracting insights, or facilitating enterprise-wide collaboration, the NewgenONE platform ensures your business remains efficient, compliant, and digital-first.





What Hinders Effective Content Management

- *Overwhelming volume of unmanaged content, clogging systems and workflows*
- *Difficulty keeping up with changing regulations*
- *Inefficient systems for locating important business data*
- *Concerns in storing and managing paper-based documents*
- *Hard to find relevant content*
- *Limited access to content*



Simplified Content Management for Modern Enterprises with the NewgenONE Platform

The NewgenONE platform connects documents and workflows with context, enabling organizations to transform content-centric processes into a fully digital environment. It offers intelligent tools to capture content from multiple sources, securely store it in a centralized repository, and ensure accessibility across systems and processes. With flexible cloud-based access for sharing content, the platform fosters a connected, collaborative workspace. Furthermore, it ensures compliance with regulatory requirements and protects critical data, helping enterprises minimize risks and operate confidently.



Newgen positioned as a

"Leader"

in The **Forrester Wave™**:
Content Platforms, Q1 2025



Core Highlights of NewgenONE's Content Management Capabilities

Collaboration:

- ▶ Collaborate and edit documents in real time for smooth stakeholder engagement
- ▶ Annotate image documents with advanced features, including adding notes, highlighting sections, hiding content, applying stamps
- ▶ Initiate Microsoft Teams call directly from the document approval workflows to review documents
- ▶ Maintain version control with auto-versioning, creating new versions with each change and allowing easy rollback
- ▶ Share documents externally using protected links for secure access

Compliance and Security:

- ▶ Segregate the end-user and admin access with dedicated modules and special admin privileges
- ▶ Ensure compliance with certifications, including DoD 5015.2, ISO 15489, ISO 16175, NRAA Oman and NRAA Singapore
- ▶ Secure access with metadata-driven rights, granular permissions (read, modify, delete, download, and print), role-based controls, and comprehensive privileges for administrative operations
- ▶ Protect content with encryption during both transit and rest levels
- ▶ Leverage Dynamic Application Security Testing (DAST) tools, such as Burp Suite, Accunetix, and Checkmarx, for runtime vulnerability checks
- ▶ Strengthen access control with two-factor and multi-factor authentication, including OTP, CAPTCHA, and biometrics

- ▶ Set expiry time for external content sharing
- ▶ Mask sensitive fields in documents and folders for specific users and groups

Enterprise Search:

- ▶ Find information easily with advanced and intuitive search options, including full-text, index-based, faceted, natural language processing, proximity, phrase, fuzzy, and filter-based searches with autosuggestions
- ▶ Locate any content type, including documents, records, audio and video files
- ▶ Refine search results dynamically with facets based on entities, including keywords, DataClass, notes, annotations
- ▶ Discover insights based on Q&A functionality on individual documents or a specific set of documents
- ▶ Configure multiple searches with distinct search parameters tailored to different user groups
- ▶ Save and export search results in industry-standard formats for quick access



Integrations and Connectors:

- ▶ Integrate with platforms, including SAP, Guidewire, DuckCreek, Salesforce, Microsoft Ecosystem (MS Word, MS Excel, MS PowerPoint, Outlook and Teams), and Google Drive
- ▶ Customize operations with a flexible framework for tabs, tiles, document, and folder operations
- ▶ Connect with third-party applications through REST APIs, microservices, and Web APIs

Document-centric Workflows:

- ▶ Streamline document processing with automated linear workflows for document approval through the maker-checker framework
- ▶ Collaborate and verify documents collected from different data sources
- ▶ Centralize business process documents on a single, easily accessible library

Reporting and Analytics:

- ▶ Monitor user activity with configurable user management dashboards
- ▶ Create custom dashboards and widgets for different user personas
- ▶ Access system reports for detailed insights into user-related data, application-related data, documents, and folders
- ▶ Generate comprehensive audit logs to track security, troubleshoot issues, and monitor performance

Personalization and Customization:

- ▶ Personalize workflows, repositories, searches, and document viewing to match specific business needs
- ▶ Configure batch sizes, module behaviors, and repository settings for a custom intuitive user experience

Deployment and Storage Flexibility:

- ▶ Deploy on private cloud platforms, such as Amazon AWS, Azure, and Google
- ▶ Scale operations easily using microservices-based architecture for streamlined deployment
- ▶ Combine on-premises storage and cloud storage to manage different content types
- ▶ Store content on AWS, Azure, and GCP storage services
- ▶ Store infrequently used content with low-cost storage services like Glacier and Deep Glacier
- ▶ Stream multimedia content through integration with Amazon and Azure CDN
- ▶ Define the storage volume with user-set limits for efficient data management



Why Choose NewgenONE Platform?

- » **Ensure end-to-end management of enterprise content** from digitization and storage to orchestration and archival
- » **Enhance customer experience** through faster and personalized responses by accessing the right information at the right time
- » **Improve team collaboration and workforce productivity** through the delivery of contextual content beyond the workplace
- » **Integrate with renowned platforms**, such as SAP, Salesforce, and Microsoft
- » **Scale and execute cost-effective deployment** across cloud, hybrid, or on-premise
- » **Ensure compliance and document security** through standardization and robust document management
- » **Deploy "fit-for-purpose" content services applications** as per business needs with fully customizable workflows and features





About Newgen

Newgen is a leading provider of an AI-enabled 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 and service requests to lending and underwriting, and various other use cases across industries, Newgen unlocks simple with speed and agility.

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