Newgen's Enterprise Mobility Framework

Overview

Innovations are changing the face of businesses. A workplace without boundaries can help organizations grow and succeed anywhere, anytime. With the combined power of low-code and mobility, smart process applications help organizations move beyond traditional mobile applications or processes to become more collaborative and customer-centric.

Key Challenges Faced by Organizations

Lengthy timelines to build process-centric applications

Time-consuming data collection and document capture activities

Low productivity of field executives due to heavy paperwork and data validation

Poor customer engagement and onboarding experience

Limited marketing and communication channels

Restricted geographical reach amid customers

Core Features of Newgen's Enterprise Mobility Framework

Advanced Data Capture

The functionality enables field agents to capture customers' data in a hassle-free manner. The features include:

Automating document capture within Android and iOS applications, saving users time and effort while improving the efficiency of the application

Integrating video capture to enable recording and trimming of videos

Eliminating redundant data entries

Enabling image- and zone-based optical character recognition (OCR) to fill out forms faster

Allowing OCR extraction in online and offline environments from various document images, such as driver's licenses, utility bills, passports, national ID cards, PAN cards, Aadhaar cards, and others

Achieving machine-readable zone/barcode/quick response code extraction

Allowing document viewer with support to different formats, including JPEG, TIFF, and PDF

Capturing documents to save, concatenate, and upload in PDF format

Exchanging files with reduced image sizes

Enabling image and data capture in case of network outages

Document Processing

Improve the quality of single or multiple-page documents in real-time with automatic detection and correction of image distortions. You can ensure:

Auto-correct document orientation

Color and grayscale imaging

Skew correction

Automatic background noise removal

Modification of captured images with imaging application programming interfaces
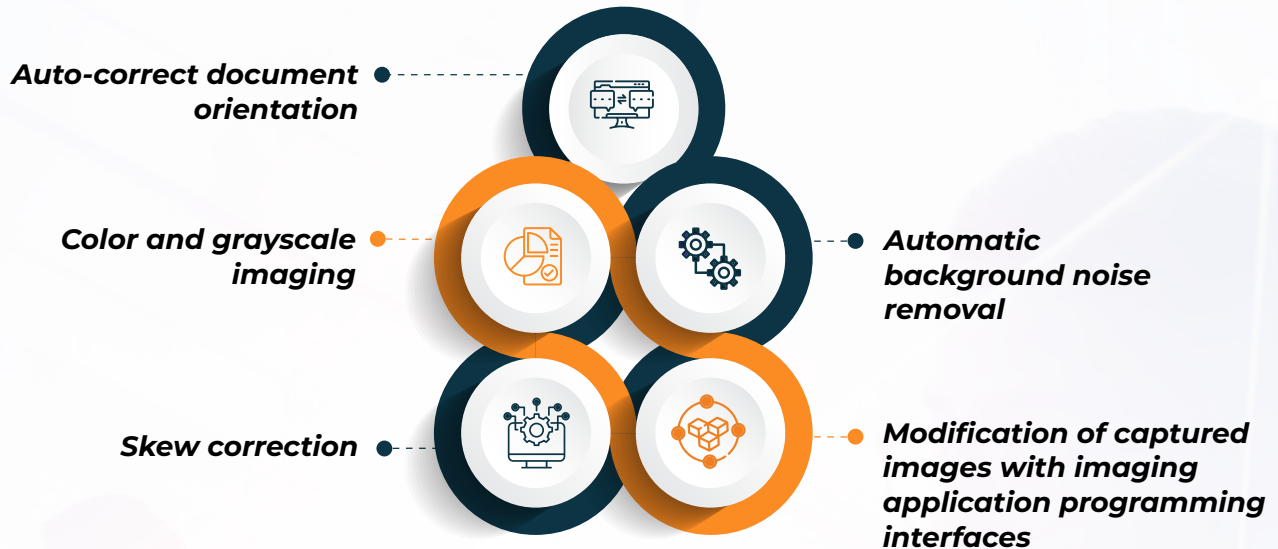
Enterprise-grade Security

Ensure apps are built and deployed as per your enterprise's security and management policies. The functionalities include:

- *Open web application security project (OWASP) compliance*
- *Data and document encryption*
- *Secure device data management and transmission of data through HTTPS protocols*
- *Prevention of global positioning system (GPS) spoofing*
- *Adherence with payment card industry data security standard (PCI DSS) compliance*
- *Biometric, Touch ID and two-factor authentication support*
- *Secure device communication through SSL protocol*
- *Product Code Minification Support to avoid any reverse engineering to ensure code integrity*
- *Secure and standardized method for data exchange by JWT support for rest services*

Device Administration and Notification Management

Manage, monitor, and secure workforce mobile devices deployed across your organization while protecting the corporate network. It also enables:

- *Intuitive dashboard to track end-to-end case transactions over the server*
- *Real-time access to information related to active users and cases*
- *Management of user interface elements, such as look and feel and batch size, without any code alterations*
- *Firebase cloud messaging support for push notifications via the administrative interface*
- *Management of app versions*
- *Device license management to manage and control device licenses through the admin console*
- *Schedule notifications, real-time updates, and reminders for devices, users, or groups*

Integration Framework and Adaptors

Integrate mobile applications seamlessly with backend systems. You can also achieve:

- *Out-of-the-box adaptors for Newgen's OmniDocs Contextual Content Services, SAP, and other standard systems*
- *Intuitive interface to create hybrid applications supported by Android, iOS, and Windows*
- *Integration APIs executed through configurable REST API calls*
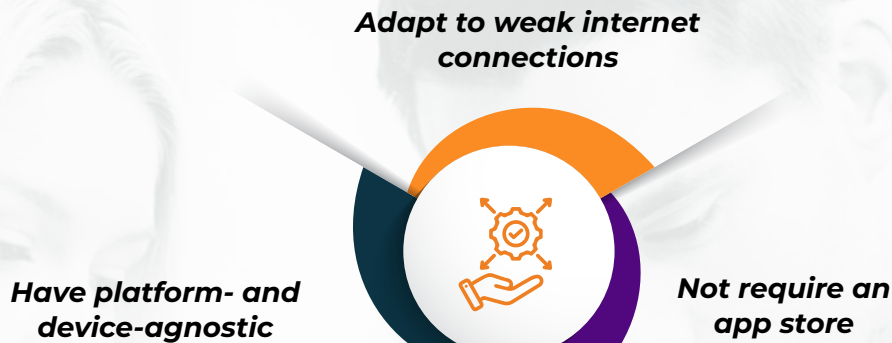
Pre-built Application Templates

Reduce the overall development timeframe, accelerate customers' go-to-market strategy, and enhance user experience by embedding smart features into mobile applications. This will enable:

- *Rapid application development*
- *Advanced form layouts with a comprehensive navigational view*
- *File explorer access to browse through different files and documents on the user's device*
- *Multiple pre-built application UI templates for different use cases*

Web Application Support

Meet the customers' evolving expectations by keeping the native application experience alive with web applications. Also, it will:

Adapt to weak internet connections

Have platform- and device-agnostic

Not require an app store

PDF Manager

Generate and view PDF templates for each business use case to enhance document processing capabilities. The features include:

- *Automated, document-centric processes*
- *Approved application forms and reports based on predefined rules, which can be easily shared with customers*
- *Smooth capture and attachment of customers' images and signatures based on compliance mandates*

Advanced Offline Synchronization

Make data submission easier and faster with auto-background upload once the network connection is re-established. You can enable:

- *App data synchronization across devices*
- *Offline data support for field executives*
- *Minimal network dependency*
- *Availability of the core features of an app in offline mode*

Silent Push and Update

Enable background data updates or tasks without displaying a user-visible notification through Silent Push.

The Silent Update feature ensures that your application is always up to date without interrupting your tasks. Experience the latest features effortlessly, with updates occurring in the background. It can also ensure:

- *Time-based sync functionality for efficient data synchronization and communication*
- *Enhanced reliability by providing Rollback support to minimize downtime by quickly reverting to a stable version*
- *Auto-update so that users always experience the latest features and improvements without manual updates*
- *Controlled Release Management by tailoring your releases to specific user groups*

NEMF App Builder

Develop, deploy, and manage highly configurable hybrid mobile applications supporting different platforms. It comes with:

- *Custom UI control support to create unique and visually appealing interface*
- *Support for updating the existing app*
- *Structured and enhanced app-building capabilities with grid support in the app builder*

NEMF DB Sync

Transfer local databases to the server as per requirement, ensuring swift and efficient access to critical information. The feature also comes with:

- *Database upload feature that allows users to upload the local database to the server as needed*
- *Bi-directional sync that enables consistent data across platforms (between server and local databases), ensuring users have access to the latest information on all platforms*
- *Attachment sync that ensures collaborative data sharing by pushing specific attachments to the server as needed*
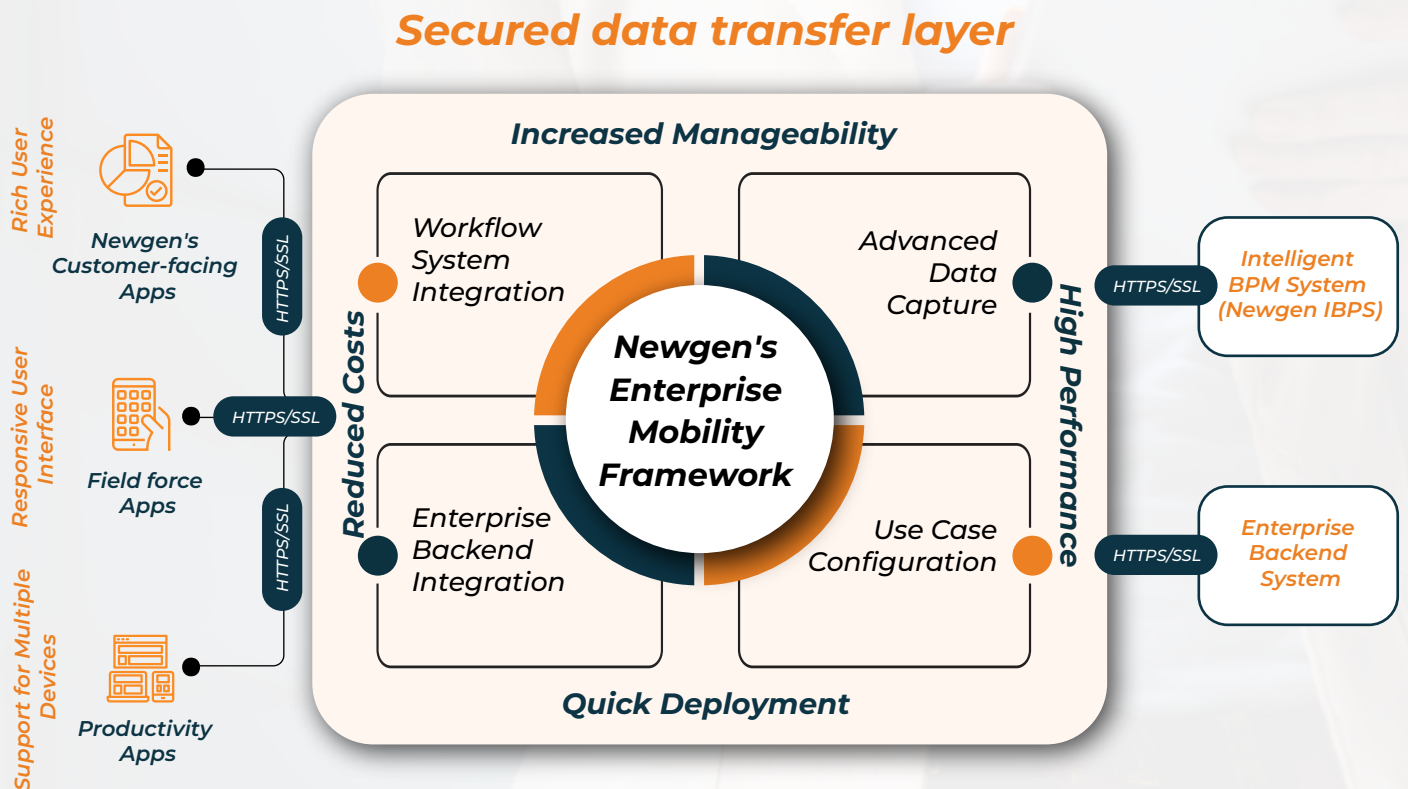
Mobile Analytics

Seamlessly integrated with Google Analytics to capture and analyze user interaction data. The feature can also help with:

- User journey tracking within the NEMF application, including user interactions, navigation paths, and engagement with various features
- Event tracking to capture specific user actions, such as button clicks, form submissions, etc., within the app
- Dashboard to visualize key metrics and insights related to the user journey to facilitate informed decision-making

Voice Based Support

Integration of voice-based form filling, allowing users to input data using their voice. You can also:

- Enhance overall user efficiency and satisfaction
- Get enhanced user experience
- Achieve intuitive form filling

Secured data transfer layer

Increased Manageability

Rich User Experience — Newgen's Customer-facing Apps — HTTPS/SSL — Workflow System Integration

Responsive User Interface — Field force Apps — HTTPS/SSL — Reduced Costs

Support for Multiple Devices — Productivity Apps — HTTPS/SSL — Enterprise Backend Integration

Newgen's Enterprise Mobility Framework

Advanced Data Capture — High Performance — HTTPS/SSL — Intelligent BPM System (Newgen IBPS)

Use Case Configuration — HTTPS/SSL — Enterprise Backend System

Quick Deployment

Newgen's Enterprise Mobility Framework

Industry-specific Smart Application Built on Newgen's Enterprise Mobility Framework

Newgen offers various industry-specific applications across different lines of business, including banking, insurance, shared services, and government.

Financial Services

- *Customer onboarding to bring financial services to the customer's doorstep and initiate branchless, paperless onboarding. Furthermore, initiate eKYC processing for account opening, retail loan origination, credit card issuance, and other onboarding processes*

- *Collect, exchange, and process information on the fly. Agents can access delinquency lists, identify fraudulent cases, and fill in payment details*

- *Agency banking can perform a host of operations on the go, even in remote regions. These operations include financial calculators, opening fixed and recurring deposits, transferring funds, and more*

- *Self-account opening for customers to open accounts and perform various banking services using a simple and user-friendly mobile interface*

- *Customer self-service can help customers file claims and update information and any corresponding documents on mobile without visiting a branch*

Healthcare

- *Online appointment option enables patients to schedule appointments from their smartphone*

- *Easy collaboration between doctors and hospital staff to coordinate with patients. Furthermore, improved communication between two or more departments via the mobile application expedites the treatment process*

- *A dedicated app for hospitals and healthcare providers to efficiently manage emergency cases. Furthermore, it will notify doctors in emergency cases and enable sharing of necessary information from the doctors'/physicians' mobile devices, thereby saving time and helping them prepare better for an emergency*

Insurance

- *New business to enable field sales staff to support new initiatives, including customer need analysis, financial analysis, and financial requirements gathering*

- *Instant policy issuance for customer relationship managers to compare different policies and access related information, quotes, and new features to reduce customer waiting time*

- *Claims management for customers to file their claims and for agents to access complete details on their mobile devices while capturing and uploading details to the CMS*

Government

- *Audit and inspection feature for officials will help monitor field activities in real-time and update information to the central office for next-level document review*

- *eGov can capture and view DAK files on the go, add indexes, and pass the files on to the next user. Get status updates of files, notes, and file properties in real-time*

- *Citizen-centric services for citizens to get uninterrupted access to services, including e-filing, certificate issuance, company registration, and tax administration*

Logistics

- *Proof of delivery to permit bills of lading documents to be collected from the customer's location and to avoid unnecessary delays*

- *Order delivery to inspect the physical state of items pre- and post-delivery of orders. Minimize delivery mismatch errors and eliminate the risk of loss through real-time inspections*

- *Purchase approval to raise purchase orders and requisitions from different locations and process them digitally at a central location. Save time and avoid transferring physical files from one location to the other*

Smart Apps for Other Verticals

- *Employee requests management to view, edit, and upload complete details anytime. View tax details and submit supporting documents via mobile device*

- *Onsite inspections to capture images of buildings and any equipment and initiate service requests on the go*

Business Benefits of Newgen's Enterprise Mobility Framework

Better Decision-making
Empower field agents with real-time information. Allow them to make better decisions on the fly

Enhanced User Experience
Cater to the specific needs of business users and ensure a consistent, productive user experience

Secure Accessibility
Access critical processes anytime, anywhere while maintaining optimum data security levels. Leverage secure protocol and encryption, thereby ensuring high security

Reduced Turnaround Time
Witness faster service delivery. Enable field agents to enter data and documents in the system on the go

Reduced Operating Costs
Manage operational costs associated with retrieval, transfer, and disposal of documents

Robust Integration
Connect seamlessly with other third-party systems and products

About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, communication management, and AI/ML 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.

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