

Newgen Orchestrates Intelligent Enterprises

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Newgen enables enterprises to transition from fragmented automation and isolated AI initiatives to orchestrated intelligent operations, where AI, enterprise systems, and human workflows function as a unified, governed whole.

At its core, Newgen brings together AI agents, enterprise applications, and human decisioning into a single execution layer. This ensures that intelligence is not only scalable, but also controlled, auditable, and compliant by design, a critical requirement for regulated industries such as banking, insurance, healthcare, and government.

With over three decades of experience, a presence across 75+ countries, and 560+ enterprise customers, Newgen has deep expertise in solving content-intensive and process-heavy challenges. It enables organizations to move from siloed workflows and experimental AI adoption to production-grade, outcome-driven intelligent operations.

The Shift:

From **Automation** to **Orchestrated Intelligence**

Enterprises today are at an inflection point. While investments in automation and AI have accelerated, most organizations continue to face structural challenges:

- AI initiatives remain disconnected from core business processes
- Enterprise knowledge is fragmented across structured and unstructured content silos
- Governance and compliance frameworks are often retrofitted rather than built-in

This results in either automation without intelligence or intelligence without control.

NewgenONE

The Platform for Orchestrated Intelligence

Newgen**ONE** is a unified, cloud-native platform designed to orchestrate processes, content, decisions, and AI across the enterprise.

Core Foundational Capabilities

Orchestration Engine:

The execution fabric that coordinates AI agents, enterprise systems, and human interventions. It enables:

- End-to-end process orchestration
- Real-time decision execution
- Human-in-the-loop workflows
- Enterprise-wide visibility and control

Content ORB:

The context layer for enterprise AI, enabling access to trusted enterprise knowledge across systems. It:

- Grounds AI models in live enterprise content
- Reduces hallucination risks
- Ensures traceability and explainability
- Eliminates heavy data movement

NewgenONE

is built on a multi-layered architecture
that integrates intelligence into
enterprise execution:



Reference Architecture: Orchestrated Intelligence Stack

Integration Layer

APIs and connectors to
enterprise systems (core
banking, CRM, etc.)

Governance & Trust Layer (Agentic Shield)

Built-in compliance,
auditability, monitoring,
and guardrails

Content & Context Layer (Content ORB)

Unified access to structured
and unstructured enterprise
content

Orchestration Layer (Core)

Coordinates workflows,
AI agents, systems, and
decisions

Experience Layer

Omnichannel interfaces
across web, mobile, and
conversational
touchpoints

Intelligence Layer

AI agents, GenAI models,
machine learning, and
decision engines

**This architecture ensures that AI
operates within enterprise workflows,
not outside them.**

Newgen AI Landscape: A Governed Agentic Ecosystem

NewgenONE

Newgen's AI strategy is centered on specialized enterprise agents operating within a governed orchestration framework.

Newgen**ONE** AI Agents do not operate in isolation. They are orchestrated, context-aware, and governed, ensuring enterprise-grade reliability and compliance.

NewgenONE Marvin,
productivity intelligence

NewgenONE LumYn,
growth intelligence
for banks

NewgenONE Harper,
conversion intelligence

NewgenONE Agent Studio
Agent Development Layer

**NewgenONE AI and
Data Science Studio**
Advanced AI/ML
Capabilities

NewgenONE IDP Studio
Document Intelligence

NewgenONE Content ORB
Context Engine
NewgenONE Agentic
Shield-Governance
Framework

Key Differentiators

- ◉ **Orchestration-first Approach** | Newgen embeds AI within enterprise workflows rather than layering it on top, ensuring seamless execution.
- ◉ **Content-native Intelligence** | AI is grounded in enterprise content, enabling contextual, accurate, and explainable outcomes.
- ◉ **Built-in Governance** | Auditability, compliance, and monitoring are integral—not afterthoughts.
- ◉ **Deep Domain Expertise** | Prebuilt accelerators tailored for regulated industries such as BFSI, healthcare, and government.
- ◉ **Unified Platform** | Combines low-code development, content management, communication management, process automation, and AI into a single platform.

High-impact Use Case Clusters

Customer Lifecycle Orchestration

Digital onboarding
Loan origination (RLOS/CLOS/SME)
Policy issuance

Risk & Compliance Intelligence

KYC/AML case management
Regulatory reporting
Audit workflows
Records archival & retention management

Service & Operations Transformation

Claims processing
Service request management
Exception handling

Trade & Complex Operations

Trade finance digitization
Document-heavy multi-party workflows

Business Outcomes & Impact

A large orange circle containing the text "Newgen enables enterprises to achieve:".

Newgen
enables
enterprises to
achieve:

30–50%
reduction

in process turnaround
times

40%+
improvement

in operational
productivity

Significant
reduction

in manual
intervention

Enhanced
compliance

with full audit trails
and traceability

Faster

time-to-market for
digital initiatives

