NewgenONE Records Management System

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Overview

Modern enterprises deal with volumes of records and critical documents. However, managing them is a daunting task as enterprises face various risks like complying with ever-changing regulatory requirements, and safeguarding customer data privacy. To add to the challenge, these records need to be categorized for long-term archival, transferred to national archives, and made available for legal purposes.

Enterprises need a solution to ensure streamlined management of these records while ensuring security, integrity, and compliance. By investing in a robust records management system, organizations can enable record lifecycle management, improve information governance, and enhance compliance.

NewgenONE Records Management System

Define and Enforce Records Classification, Retention, and Disposition Policies

NewgenONE records management system enables end-to-end management of enterprise records, from creation, maintenance, and usage to disposition. It helps improve accountability of physical and electronic records by maintaining their authenticity, reliability, and integrity. By leveraging the system, enterprises can excel audits and meet compliance goals for legal and regulatory requirements such as DoD 5015.02, VERS, ISO 16175 1 & 2, ISO 15489, NRAA Oman and NRAA Singapore.

The platform provides a workspace for record managers that enables them to streamline the record lifecycle—classify, process, and retrieve records and perform various other operations.
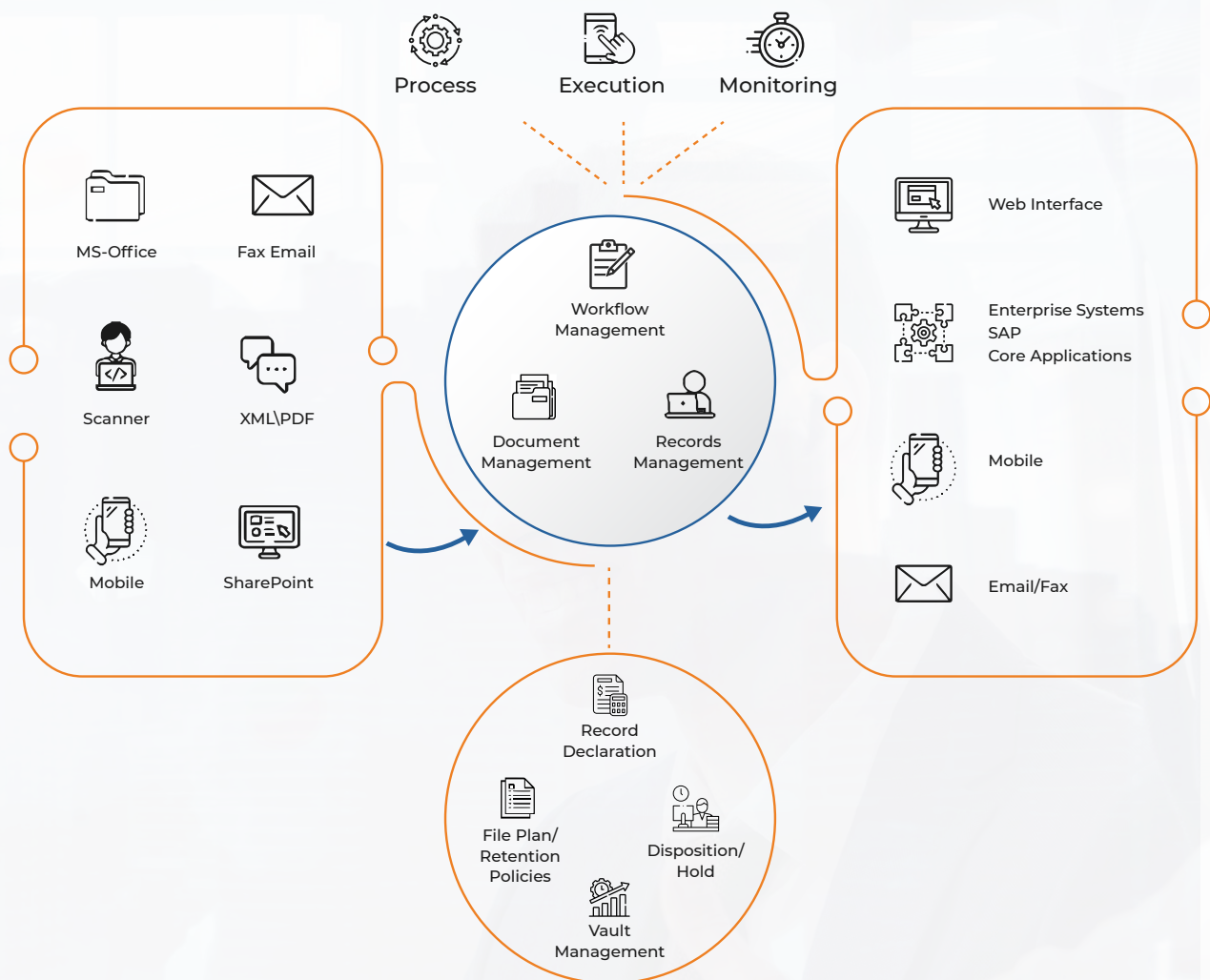
It enables rule-based governance of storage and destruction of records per organizational requirements. Furthermore, it facilitates record security, reports generation, and seamless integration with third-party systems while allowing enterprises to control their records through various configuration options.

NewgenONE Records Management System

Capture → **Process & Manage** → **Deliver**

Process

Execution

Monitoring

Capture

- MS-Office
- Fax Email
- Scanner
- XML\PDF
- Mobile
- SharePoint

Process & Manage

Workflow Management

Document Management

Records Management

- Record Declaration
- File Plan/ Retention Policies
- Disposition/ Hold
- Vault Management

Deliver

- Web Interface
- Enterprise Systems SAP Core Applications
- Mobile
- Email/Fax

Core Capabilities

Record Acquisition, Movement, Retention, and Disposition

- Define rules for record retention and destruction
- Disable modifications by marking documents as records to maintain integrity
- Establish filing and cut-off rules to keep records active for a predefined period
- Assign access rights to different users and groups
- Track physical movement of records

Support For Multiple Record Types

- Support physical, electronic, and hybrid records
- Handle various formats including doc, ppt, xls, pdf, pdf/a, tiff, jpeg, MP4, FLV, WAV, etc.
- Enable automatic archival of emails and attachments within the email application

Records Classification Scheme

- Classify and index records based on classes, files, and fileparts
- Map record location for easy access
- Ensure information security through rights management and audit logs
- Facilitate bulk operations to create classes, files, and fileparts using Excel

Automated Record Management Policies

- Enable multi-stage storage processing of records
- Define movement of physical records from one location to another and of electronic records from one server to another
- Facilitate policy management using rule definitions, such as cut-off rollover, retention, storage, and file numbering policy

Intuitive Dashboard

- Get personalized, 360-degree view of all tasks and records
- Create or customize predefined dashboards for various personas
- View pending tasks like My Tasks, Pending Disposition, and Vital Management
- Access saved searches, favourite-marked items, and recently accessed items

Borrowing and Returning Physical Records

- Set up a pre-defined sequence and enable users to request records from the administrator or loan them directly from the current borrower

- Send automatic email reminders to the borrower, notifying in case of an overdue

Consignment Tracking

- Attach bar codes to physical files stored in different boxes

- Track the physical movement of documents among users or locations

- Generate and track transfer notes for sending documents to a central location

- Accept or reject documents attached with the transfer notes

Vital Records Management

- Enable business continuity in case of disasters or other unforeseen circumstances

- Identify and manage records critical to business operations

- Review vital records periodically through system-generated alerts

Legal Hold

- Allow multiple users to place holds on the same record simultaneously

- Prevent destruction until all holds are lifted, with automated email reminders.

- Ensure compliance by preserving records during litigation, audits, or investigations

- Define and categorize legal hold types for standardized management

- Streamline hold application and tracking with an intuitive UI

- Manage holds across active, future, and past records

Email Archival

- Facilitate easy access and archival of emails in a secure, centralized repository for faster retrieval

- Monitor internal and external email content

- Integrate with MS Outlook for rule-based archival

- Enable email backup and disaster recovery

- Ensure adherence with email retention policies to manage litigation and legal discovery

Comprehensive Reports

- Generate reports to monitor user activity, system usage, and record movements
- Track record transfers with accession and transfer activity reports for compliance
- Gain insights with statistical reports on ownership, distribution, and compliance
- Record Inventory and Filing Reports provide detailed record tracking and security analysis
- Administrators can control access by assigning view rights to users or groups

Enterprise-wide Security

- Support SSO for LDAP authentication
- Control access to records, requests, and administrative functions
- Enable digital signatures, PKI encryption, and maker-checker in class creation
- Protect sensitive data with security classifications and marking management
- Mitigate XSS risks and prevent code injection with enhanced CSP headers.
- Restrict inline scripts for secure content delivery
- Ensure SSO support for LDAP-based authentication
- Enhanced integration with Microsoft WOPI by aligning with the latest guidelines
- Security classification assigns access rights, following a hierarchical model. Users with top-secret clearance can access lower classifications. By default, "unclassified" is open to all unless restricted

Seamless Integration For Extended Records Management

- Facilitate both automatic and manual records filing through ready-made connector for MS SharePoint
- Archive records and content from MS Office applications such as Outlook, Word, Excel, PowerPoint, and others
- Manage records based on organizational policy by converting documents into records
- Extend or customize the behaviour of standard XML-based APIs

Easy Search and Retrieval

- Configure various searches which can be assigned to different users or user groups
- Enable search based on record name, author, date, barcodes, borrower, transfer number, or other user-defined meta-data attributes
- Perform a full-text search on the entire content
- Perform box search to search according to box properties
- Access frequently used operations easily, including Assign to File Plan, Search Record, View Record, View Properties, and Request Record
- Access records and files with the help of the associated metadata

NewgenONE Marvin (GenAI)

- Integration of Ask Marvin with RMS enables users to streamline records management and improve user efficiency
- Users can access pre-defined suggested questions, ask specific queries about single or multiple records, and generate quick summaries for better decision-making
- Security classification restrictions ensure controlled access, allowing organizations to disable Ask Marvin for records marked with specific security levels

Business
Benefits

Improved user productivity

Quicker, easy access to records, leading to reduced record-keeping errors and improved efficiency

Better compliance

Streamlined management and policy-based retention and destruction of records for enhanced compliance

Improved decision-making

Enhanced decision-making with system-generated reports. Users can gain valuable insights and information management practices

Cost savings

Significant cost optimization through streamlined records management and reduced physical storage requirement

Enhanced security

Robust security with reduced risk of data breaches and unauthorized access by ensuring rights-based access to records

Case in Point:

A US-based bank uses NewgenONE records management system to comply with the requirements of the DoD 5015.02 standard.

To work efficiently, the bank stores digital and physical records, like customer identification and collateral documents. Using the system, the bank organizes records into classes, files, and fileparts and ensures policy-based governance for their long-term archival.

A customer, Mark, approached the bank for the final statement of his home loan, but his account was closed seven years ago.

Here's how NewgenONE records management system enabled the bank to respond to Mark's query:

The Customer Relationship Executive:

- Created a case based on Mark's request
- Generated request to obtain the record from the system and forwarded it to the Records Manager

The Verifier:

- Reviewed and shared the copy of the record with Mark via email
- Sent the original record back to the Records Manager for archival

The Records Manager:

- Logged in to the system to validate the availability and accuracy of the given customer data
- Tracked Mark's stored physical records using the mapped locations
- Retrieved all records archives, including loan documents and receipts, and cross-verifies terms and conditions
- Generated and tracked transfer request to move the record to the central location and sent it to the verifier

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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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